



ANGUS
Health & Social Care
Partnership

Angus Carers Strategy 2023-2026



Supporting Carers in Angus

Developed in partnership with Carers in Angus and those who support them

Published September 2023





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Foreword

CLLR JULIE BELL

Chair, Angus Integration Joint Board

I am delighted to introduce our new Angus Carers Strategy 2023-2026 which has been developed in partnership with multiple partners across Angus and, most importantly, Carers themselves.

Young and adult Carers in Angus play an incredibly important and often under-appreciated role in supporting loved ones, neighbours and friends, often in very challenging circumstances. I would like to take this opportunity to say a huge and heartfelt thank you to our community of Carers in Angus.

There is no doubt the COVID-19 pandemic had a substantial impact on all Carers and further highlighted the critical role they have in the sustainability of the health and social care system. The delivery plan that accompanies this strategy ensure that we have the right support, in the right places and accessible at the right time for all of our Carers and reflects the ways in which we will meet the needs in a supportive and sustainable manner.

This strategy sets out our commitment to young and adult Carers in Angus over the next three years. It sets out how we respond to our responsibilities and duties to Carers. It has been produced in close collaboration with Carers of all ages to ensure that their voice is heard and that their priorities become our priorities. I am also very grateful to every Carer who has taken the time to contribute to this Strategy

through various engagement sessions and surveys and in more formal roles including our past and present Integration Joint Board (IJB) Carer Representatives.

The Strategy focuses on five priorities:

- Visibility
- Empowerment
- Life-balance
- Influencing
- Equity

I am confident that together with our experienced and innovative partners, in collaboration with Carers, our new strategy will provide a framework to enable changes and improvement to make a positive difference to Carers in Angus. It provides an opportunity to increase the voice of Carers and promote an even more joined-up

approach between Carers, Angus Health and Social Care Partnership and the voluntary sector which, in turn, will support Carers to sustain their caring role and have a fulfilling life alongside caring.

As more and more of us fulfil caring roles in our lives, it is vitally important that we harness the experiences and insight we gain through sharing our understanding, our needs and support we require so we can plan for the future. I therefore commend this strategy to you

Young and adult Carers in Angus play an incredibly important and often under-appreciated role in supporting loved ones, neighbours and friends, often in very challenging circumstances.

Our Plan on a Page

Our Vision - Carers of all ages are recognised and valued as equal partners, are fully involved in shaping services in Angus and are supported to have fulfilling lives alongside caring.

Our Values - We will be caring, compassionate, person-centred, honest & respectful.

Strategic Plan Priorities	Visibility Carers will be more visible	Empowerment Carers will be supported and empowered to take control of their caring role	Life-balance Carers will have a life outside of caring	Influencing Carers will be fully involved in the planning and shaping of services	Equity Carers will be free from disadvantage and discrimination related to their caring role
Commitments in support of Carers Strategic Plan Priorities	<ul style="list-style-type: none"> Identify Carers early Raise profile and awareness of caring Increase numbers of registered Carers across all localities of Angus Diversify offers and supports available to Carers from all walks of life Change perceptions around Carers and caring roles 	<ul style="list-style-type: none"> Focus on prevention and proactive care Develop more targeted and collaborative services Simplify communication Involve Carers in hospital discharge planning Support young Carers 	<ul style="list-style-type: none"> Deliver personalised support Create opportunities for meaningful breaks from caring Young Carers are allowed to be children Provide age and stage appropriate services Create conditions for consistent services 	<ul style="list-style-type: none"> Develop stronger cross-sector partnerships across Angus Improve Carers representation Improve accountability and ownership Put the voice of Carers at the centre of decision-making 	<ul style="list-style-type: none"> Improve supports for Carers in employment Develop a suite of practical and financial supports Improve ways of how supports are provided
Strategic Plan Enablers	Workforce	Financial Planning	Collaborative Commissioning	Communication and Engagement	Infrastructure, Data and Technology
Commitments in support of Strategic Enablers	<ul style="list-style-type: none"> Develop staff training Improve ways for Carers to contact case workers 	<ul style="list-style-type: none"> Deliver financial sustainability Seek to deliver best value and cost effectiveness Provide clarity for spending Carer budgets Review our approach to SDS 	<ul style="list-style-type: none"> Co-design solutions with the third and independent sectors Achieve consistency across SDS options Develop diverse supports 	<ul style="list-style-type: none"> Raise Carer profile Improve Carer voice Promote shared decision making Provide clear guidance Act upon engagement and engage on action 	<ul style="list-style-type: none"> Maximise the potential of digital solutions Redesign young Carer services and resources Ensure accurate and robust data to inform transformation and improvement
How we will deliver the changes	Angus Carers Strategy 2023-2026 Delivery Plan		AHSCP Strategic Commissioning Plan	Angus Community Planning Partnership, NHS Tayside and Angus Council Improvement Plans	



Introduction

The **Carers (Scotland) Act 2016** places a duty on local authorities and health boards to prepare and publish a local Carers strategy. The duty to prepare the Angus Carers Strategy (ACS) is delegated to the Integration Joint Board (IJB) which is responsible for planning health and social care services in Angus.

Development of the ACS is reinforced by the Angus Strategic Commissioning Plan (SCP) which makes a commitment to support Carers in their caring role and enable them to have a fulfilling life outside their caring role. The vital contribution of Carers within AHSCP is recognised within the **Angus Workforce Plan 2022-2025**.

The Angus Carers Strategy sets out our commitments to Carers and describes how Angus Health and Social Care Partnership (AHSCP) will support Carers of all ages during 2023-2026. This strategy does not relate to paid care and support workers. To differentiate paid carers from unpaid Carers, we have used a capital 'C' to indicate unpaid Carers.

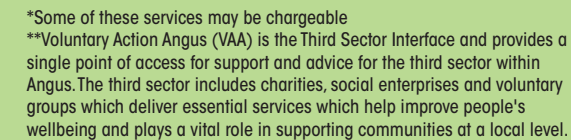
The Strategy builds upon our previous Carers Strategy 2019-2022 which was extended in response to operational demands brought about by COVID-19. Despite the challenges of the pandemic, the majority of the actions identified to support the delivery of the last strategy have been achieved.

AHSCP is committed to developing the Angus Care Model (ACM), shifting the balance of care to support more people in our communities and support people to greater independence for longer (Figure 1). Carers and support for Carers are an integral part of the ACM which is built around multidisciplinary teams in our communities working with different services to ensure the right support and care can be provided to help people stay at home.

The **National Carers Strategy 2022** estimates that the economic value of the contribution made by Carers in Scotland is £13.1 billion a year. The role and contribution of Carers is likely to be even more critical as a result of the increasing demand for health and social care which is predicted to grow by 25% by 2031. Without their Carers, many people would not be able to live their lives as they do.

We know that caring for someone can impact on a Carer's mental and physical health, their personal relationships and family finances. Caring can also impact on the educational attainment of young Carers. During the COVID-19 pandemic, many Carers were supporting people who were advised to shield. This meant that Carers had to take extra precautions which highlighted the feeling of isolation that many Carers experience.

Angus Care Model - Working together, making a difference for you, with you



Examples of achievements from our previous Carers strategy 2019-2023 include:

- Introduction and promotion of a Carers Emergency Card. This has been extended to provide an additional card for the cared for person, so that if anything unforeseen happens to them when the Carer is not present, the Carer can be contacted.
- Equal Partners in Care (EPiC) training forms part of Adult Services induction developed through the Care Management Improvement Programme.
- Target to increase the number of young Carer statements offered by 30% of local young Carers by 2022 was exceeded and work continues to raise awareness in schools and colleges.
- On-going Self-Directed Support (SDS) and brokerage services to Carers is provided via Dundee Carers Centre.
- Development of a 'Local Carer Pathway' so that Carers know how to access support. This will be reviewed in 2023.
- Angus Carers Centre workers are part of local multi-disciplinary teams.
- Support planning guidance now includes a section on Carers with protected characteristics and sources of information and support, including translation services.

Despite this progress, we recognise that more needs to be done to support Carers in Angus. Through listening to the voice of Carers and working with key stakeholders, the strategy for 2023 -2026 will build on the work already achieved.

We have built the ACS strategy on the foundation of the **Equal Partners in Care** (EPiC) principles. Being equal partners in care means that providers of health and social care services and other relevant organisations should listen to and involve Carers in planning and decision-making for the person they care for and create an environment of mutual respect. The EPiC principles which reflect both national priorities and what is important to Carers in Angus are: Carers are identified; Carers are supported and empowered to manage their caring role; Carers are enabled to have a life outside of caring; Carers are fully engaged in the planning and shaping of services; Carers are free from disadvantage or discrimination related to their caring role; Carers are recognised and valued as equal partners in care.

The Angus Carers Strategic Partnership Group (ACSPG) has overseen the development of the ACS. This is a multidisciplinary/multiagency group and includes Carer representation. The ACSPG will continue to meet regularly to review and monitor actions and work together to improve the support provided to Carers. The ACSPG reports to the Strategic Planning Group (SPG) which monitors the delivery of strategic priorities.

Who are Carers?

The **Carers (Scotland) Act 2016** defines who is considered as a Carer in Scotland. A person is a Carer if they provide (or intend to provide) care for another person, but not:

- If this is only because of that person's age (where they are under 18), or
- If a person is caring because they have a contract or as voluntary work.
- Appendix 1 describes a range of caring roles.

Who is this Strategy for?

This strategy is for all Carers of any age living or caring for someone in Angus. This includes:

- People who recognise themselves as a Carer and receives Carer specific support from statutory, third and independent sectors.
- People who recognise themselves as a Carer but are currently managing to sustain their caring role without requiring any specific support.
- People who recognise themselves as Carers but who choose not to access support.

Angus Vision for Carers

Carers of all ages are valued as equal partners, are fully involved in shaping services and are supported to have fulfilling lives alongside caring.

National Context

The **Carers (Scotland) Act 2016** outlines the Scottish Government's expectations on how Carers Support is provided in each Local Authority Area. The Act is designed to support Carers' health and wellbeing and help make caring more sustainable. It introduces a shift from previous reactive approaches to Carers support to one with prevention at the centre. The Act brought in new duties and powers in relation to: Adult Carer Support Plans and Young Carer Statements; Eligibility Criteria; Carer Involvement; Local Carer Strategies; Information and Advice and Short Breaks Statements.

The Act is accompanied by **Statutory Guidance** and the **Carers Charter** which outline the key rights Carers have in relation to: Am I a Carer? Adult Carer Support Plans; Young Carer Statements; Support as a Carer; Carer involvement in services; Hospital Discharge.

The importance for supporting Carers and the potential impact of caring is recognised within the Scottish Government's **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 wellbeing."*

The national landscape of health and social care is complex and evolving. Local plans and initiatives are in turn shaped and influenced by national policies and developments. Examples of legislation and policies that impact on how we deliver services in Angus are listed in Appendix 2.

The importance of Carers is reflected in the Scottish Government commissioned **Independent Review of Adult Social Care in Scotland** which includes four recommendations in relation to Carers: Better, more consistent support to carry out their caring role well; A human rights based approach to the support of Carers, including improved information and complaints process; Local assessment of Carers' needs must better involve the person themselves in planning support; Carers must be represented as full partners on the IJB and on the Board of the National Care Service. As a result of these recommendations, the **National Care Service (Scotland) Bill** proposes legislative changes that will impact on Carers. The details of these proposals remain to be developed. The Care Inspectorate **Inquiry into Adult Carer support services** (December 2022) recognised that the contribution of Carers is critical to the sustainability of the health and social care system.

In December 2022 the Scottish Government published a **National Carers Strategy** which sets out a range of actions to ensure Carers are supported fully in a joined up and cohesive way. The Strategy highlights five themes for developing Carers support which have been incorporated into this Strategy: Living with COVID; Valuing, recognising and supporting Carers; Health and social care support; Social and Financial inclusion; Young Carers.

Carers in Angus

Assessment of demand of Carers in Angus

The 2011 Census Scotland identified 10,582 Carers in Angus, equivalent to 10% of population of Angus. The Scottish Health Survey (2022) indicates that 13% of the Angus population are Carers (15,096).	Nationally 4% of Scottish children under 16 years are Carers. If we apply this to Angus we can estimate that there are 746 young Carers in Angus (National Records of Scotland 2021).
As of 31 March 2023, 1,924 Adult Carers were registered with Angus Carers Centre. This suggests that there could be 13,172 adult Carers not known to services.	As of May 2023 the Scottish Schools database SEEmis had 98 young Carers recorded in Angus. As of 31 March 2023, Angus Carers Centre supported 68 young Carers. This suggests that there are 648 young Carers unidentified.
60% of Carers in Angus are women (Scottish Census 2011).	The most elderly of Carers in Angus are delivering the most hours of care per week. 1,026 Carers over the age of 65 are delivering more than 50 hours of care per week (Scotland Census 2011).
The average age of Carers in Angus is 52.2 years.	As of June 2023, there were 17 Carers registered with Angus Carers Centre who are of an ethnic minority.
Carers in Angus are supporting people with a variety of physical and mental health conditions. The highest number of Carers support people with a learning disability followed by people living with Dementia.	During 2021-2022 Angus Carers Centre reported that 82% of financial awards were given to Carers because of financial hardship.
53% of Carers in Angus are employed (Scotland Census, 2011).	The more hours a Carer provides, the more likely they are to report poor health. (Scotland Census 2011).

Scotland's Census 2011 data provides a range of additional evidence to inform demand. For example:

- 1 in 10 people living in Angus has two or more long term conditions.
- 7,489 people in Angus are living with a physical disability.
- 5 in 1,000 people in Angus have a learning disability.

We also know that 1 in 6 people are likely to have a mental health problem at any one time in Angus (**Scottish Health Survey 2022**).

We will review the Carers data when available from the Scottish 2022 Census and adjust our plans appropriately.

Plans to identify Carers

Many people do not identify as a Carer. They see themselves as a relative, friend or neighbour who is offering help. As a result, many Carers are not aware of the support that is available to them. It is important that Carers are supported to understand their legal right to have access to information and advice as early as possible to help make informed decisions.

It is one of our strategic priorities to make Carers more visible in Angus. We aim to encourage Carers to recognise their caring role and raise awareness of caring across Angus and have identified a number of actions to identify Carers early, raise the profile and awareness of caring, change perceptions around caring and caring roles, increase the number of registered Carers across Angus and diversify offers and supports available to Carers from all walks of life.

Supporting Carers in Angus

The role of a Carer can be wide and varied and each Carer will be responding to a unique set of circumstances. How Carers are supported is dependent upon personal circumstances and assessed eligibility.

The Carers (Scotland) Act 2016 requires each local authority to set local eligibility criteria which help local authorities to prioritise support and to ensure resources are directed effectively and efficiently as possible. The duty to set local eligibility criteria for Carers has been delegated to the IJB. This includes support provided to Carers as part of a self-directed support package. The **Angus Health & Social Care Partnership Local Eligibility Criteria for Carers** were refreshed in October 2021 and outline the process to be followed to determine a Carer's identified needs and whether there is a duty or power to provide support to meet them. It aims to ensure a clear and transparent system to determine eligibility so that Carers in Angus are appropriately supported. There are eight indicators in the Angus Eligibility Criteria which link closely to the outcomes which form the basis of the Angus Adult Carer Support Plan and Young Carers Statement. These include: lifestyle balance/social opportunities; emotional wellbeing; physical health; finances; employment; study and volunteering/education; living environment; relationships with cared for and others and future planning.

All services designed to meet the needs of children with disabilities are accessed and funded via the child support plan. This ensures that the child receives the most appropriate support to meet their needs and enables parent Carers to have a break from the caring role. Angus Carers Centre can further support parent Carers with advice, peer support groups and play schemes and the Children with Disabilities Team can advise of other community services that support parents to meet their child's needs.

Carers should be provided with information and advice about Self-Directed Support (SDS) options. If a Carer has eligible needs, staff must offer and explain a range of choices to Carers about how support can be provided. The **Carer (Scotland) 2016 Act guidance** describes a Carer's eligible needs as "those identified needs for support that cannot be met through support to the cared-for person or through

accessing services that are available generally, and which meet the threshold for support set by the local eligibility criteria.” In some circumstances support for the cared for person can be the best route to supporting the Carer.

Working in Partnership

AHSCP has a duty to establish and maintain an information and advice service, covering a range of mandatory areas for Carers either resident in Angus, or for someone caring for someone who lives in Angus. The following organisations are currently commissioned and receive grant funding from AHSCP to provide a dedicated support service for Carers.



Angus Carers Centre (ACC) exists because of and for Carers. The charity provides practical and emotional support for young and adult Carers. It helps Carers find their way through the health and care system, offers short breaks opportunities, wellbeing and financial supports. It runs support groups and activities across Angus to connect Carers with each other and build a sense of belonging. ACC also creates opportunities for Carers to shape local policy and practice.

ACC carries out assessments for Adult Carer Support Plans (ACSP) and Young Carer Statements (YCS) to better understand Carers' circumstances and assist them in identifying what supports they might need in their caring roles to have fulfilling lives. ACC develops a person-centred Carer Information Support Plan for Carers who do not wish to complete an Adult Carer Support Plan which marks the beginning of their relationship with them.

A YCS is the equivalent of an ACSP for children and young adults in education. It helps young people with caring responsibilities to identify their personal goals and any support that they may require as a young Carer and identifies who is responsible for providing that support.

ACC also support Carers to develop an Emergency Plan to make sure that all the information and knowledge that Carers hold in their heads about the people that they care for is written down. This can be shared in an emergency, in order to support that person. It can give a Carer peace of mind and reassurance. If a Carer shares their Carers Emergency Plan with ACC they will receive a Carers Emergency Card. The card tells people someone depends on them and has the number of ACC's 24-hour emergency helpline on it. There is also a card for the cared for person to carry. This means that if anything unforeseen happens to them when the Carer is not with them, ACC can contact them.



Change Mental Health (CMH) support Carers with a relative, friend or partner living with mental health concern/issue. CMH place the Carer at the heart of their assessment and plan, helping the Carer focus on their needs and goals so they can move forward positively with their lives.

CMH offer individual support in person or through phone, email or video conferencing. They provide emotional support, access to local peer support groups, and a range of useful information and advice.

CMH provide a safe space where Carers can talk about their needs without judgement. They identify and develop coping skills and strategies to help Carers balance the needs of the person they are supporting with their own capacities and needs as a Carer.



Kirrie Connections is a dementia support hub, or meeting centre, based in the rural Angus town of Kirriemuir. They offer help, support and advice to people who are living with dementia and the Carers of people with dementia. Other meeting centres are opening across Angus.



Parent to Parent is a voluntary organisation which supports parents of children with additional support needs, whether physical, learning, sensory or behavioural which is associated with the disability. They also offer support and advocacy to young people, and parents of children who are seriously or terminally ill or parents who have suffered a bereavement of a child.

Parents of children with a disability (child defined as being enrolled in a school and under age 18) should refer to **Children, Families and Justice Social Work services** for details of how their child's needs will be assessed by AHSCP.



Scottish Huntington's Association specialists deliver personalised support directly to families, in addition to advocating on their behalf and liaising with health and social care providers. Their Youth Service provides individual and group support and activities for young people who are growing up in families impacted by Huntington's disease. The SHA-led National Care Framework for Huntington's Disease, and its localised versions, empowers families to access appropriate care and support, regardless of where in Scotland they live.



Alzheimer Scotland is Scotland's national dementia charity. Their aim is to make sure nobody faces dementia alone. The **Angus Dementia Resource Centre** based in Arbroath, has a number of groups throughout Angus and provides information and advice, community activities for people with dementia and Carers, peer support groups and Carer support groups.

Short Breaks

The Carers (Scotland) 2016 Act requires Angus Council to prepare a **Short Breaks Statement** and this responsibility has been delegated to Angus IJB. The short breaks statement is intended to help Carers and those they care for, as well as social workers and support staff, to be better informed about the assistance available to help Carers and their families to achieve a break from caring.

A short break is any form of service or assistance which enables the Carer(s) to have time away from their caring role. The purpose is to support the caring relationship and promote the health and well-being of the Carer, the supported person, and other family members affected by the caring situation. Further information about short breaks can be found [here](#).

Engagement to inform this Strategy

The voice of lived experience has been at the centre of the development of this strategy, with over 140 Carers in Angus sharing their views and shaping priorities.

Our main activity involved talking to young and adult Carers in Angus. We also engaged with a range staff across AHSCP and partner organisations.

Figure 2 - Summary of activities to inform the Carers Strategy 2023-2026

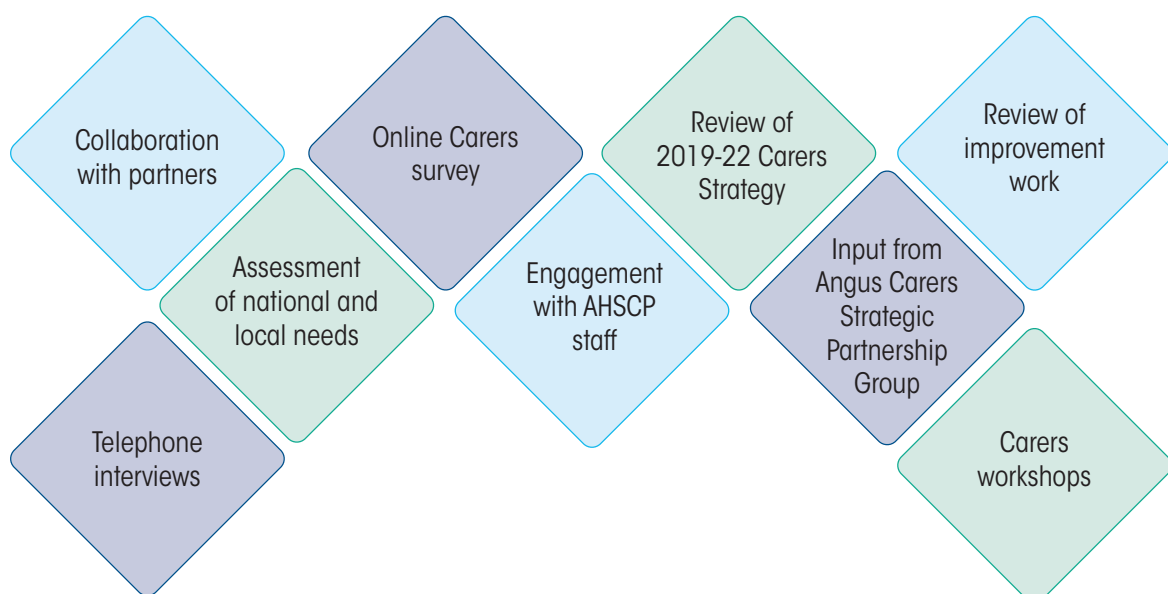


Figure 3



Some of the challenges experienced by Carers

Figure 4



How rewarding a caring role can be



Our Priorities

Based on inputs and feedback from a wide range of stakeholders five strategic priorities have been identified for 2023-2026. Improvements for each priority area are outlined in the Carers Strategic Delivery Plan (Appendix 3).

PRIORITY 1 - VISIBILITY: Carers will be more visible

Our commitments

Identify Carers Early

We are committed to identifying Carers and helping them to recognise their role. We know that caring in isolation is more likely to lead to crisis and we want to build relationships early.

We will support AHSCP staff to recognise and actively identify Carers. Staff are in a unique position to meet Carers when engaging with supported people and have an opportunity to make Carers aware of their rights and entitlements.

Raise profile and awareness of caring

We will expand our promotion of services available for Carers into community settings. We will promote the role of Carers in Angus by sharing stories and experiences. Many people do not consider themselves a 'Carer' or wish to register themselves as such with any service due to personal choice or not requiring support with their role. It is important that such Carers are aware of what is available to them and how to access support if their situation changes.

Increase numbers of registered carers across all localities of Angus

The numbers of Carers registered with ACC have increased each year however we know that we are not reaching every Carer in Angus who may benefit from support.

Diversify offers and supports available to carers from all walks of life

We are aware that we need to target more voices from seldom heard Carers in Angus. We will work with our partners to engage with groups such as LGBTQ+, Black and Minority Ethnic (BME) communities, Gypsy/Travellers and people with a head injury, mental health, substance use issues. We aim to support young Carers to be children and to reach their potential. For parent Carers we want to improve services and systems to better meet their specific needs. We are working with our colleagues in community mental health teams to develop the triangle of care model that exploits the benefits of a balanced partnership between supported person, professional and Carer to achieve improvements.

Change perceptions around Carers and caring roles

Most people will become a Carer at some point in their lives and we will highlight this via improved communication and engagement.

PRIORITY 2 - EMPOWERMENT: Carers will be supported and empowered to take full control of their caring role

Our commitments

Focus on prevention and proactive care

We will continue to build relationships with Carers at the start of their caring journey to equip them with the information they need should their circumstances change or challenges arise. We will increase numbers of Carers using the Carers Emergency card and Emergency Plan to enable an effective response in the event of a crisis. We will develop an Angus Carer Information Pack which will provide Carers with the information they need about supports available to them in Angus.

Develop more targeted and collaborative services

Existing partnerships with local providers of care, voluntary organisations, community groups, housing services, social enterprises and private businesses offer a pool of resources for Carers. Within an ACSP all Carers can identify personalised outcomes and we will work to ensure that our SDS Framework is flexible and accommodating to eligible requests for support. We will continue to encourage tests of change from our colleagues to improve supporting services and be pro-active in our approach to providing effective personalised services.

Simplify communication

The relationship between Carer outcomes and eligibility is complex. We have moved away from being gatekeepers of a list of services to personalisation and co-design of support in accordance with individual circumstance and assessed need. We will review our approach to SDS in accordance with publication of national guidance such as the **Carers (Scotland) Act (2016) statutory guidance**, the **SDS framework of standards**, and the **SDS Improvement Plan 2023-2027**.

Involve Carers in Hospital Discharge Planning

The Carers (Scotland) Act 2016 requires us to involve the Carer before a supported person is discharged from hospital and inform them of the intended discharge date as soon as possible. We are reviewing current practices and will monitor performance to ensure that Carers feel involved in hospital discharge planning.

Support young Carers

We recognise the importance of supporting young Carers to ensure that they have the same opportunities as their peers. We will place them at the centre of services and enable them to help us to shape future services. We will ensure that children, young people and their families are supported to understand what help is possible and what their options are.

We will work with families and their loved ones to find solutions that respect and value family life. In 2021 the **National Independent Care Review report** (The Promise Plan 21-24) was published. This included a promise that children and young people in Scotland grow up loved, safe, respected and reach their full potential. It also recognises that a nurturing family unit is the best place for children.

The Tayside Strategy for Parents is a commitment from the partner organisations in Tayside that deliver services for children, young people and families to work with parents to improve the information, services, communities and policies that support families. Together we will aim to deliver the following vision: 'Everyone who has or will have a parenting role is able to secure positive futures for themselves and their families'.

PRIORITY 3 - LIFE-BALANCE: Carers will have a life outside of caring

Our commitments

Deliver personalised support

We consider everyone's circumstances to be unique and know that different solutions are required to meet individual needs. We want to encourage creativity in how we deliver support and how, following assessment, Carer budgets can be used to personalise support.

Create opportunities for meaningful breaks from caring

A national paid carer shortage is also apparent in Angus and we are aware of how this impacts on Carers' opportunity to take a break from caring. We will work in partnership to find ways to deliver the replacement care necessary to support Carers. A short break aims to support caring relationships and promote Carers' health and wellbeing, allowing them to have a life alongside caring, and is an important factor of support for many eligible Carers.

Young Carers are allowed to be children

We want child Carers to be children first and have all the opportunities for play and learning that allow them to reach their own potential and have a full and happy life. No child should face a caring role that they cannot manage or understand. By ensuring that children are supported to be children first we will protect them from undertaking caring roles that erode their chances to reach their own potential.

Provide age and stage appropriate services

Needs differ significantly in accordance with age for young Carers and there is a strong case for separating these groups to facilitate age and stage appropriate supports to be developed. We are changing our service design to enable different resources for the following groups:

- Carers aged 12 years and under
- Carers aged 13-17 years
- Carers aged 18-24 years

This will allow us to develop support options that meet their different needs. We want to prevent the negative consequences that having a caring role can have, but also celebrate the specific skills set young Carers develop and help them to use these skills to better their own lives and have confidence in their abilities.

For child Carers 12 years and under the focus tends to be on supporting play activities and helping them learn at school free from worry and concern. For children 13-17 years with a caring role, activities that are attractive to take part in change

significantly, and we will develop age-appropriate ventures and targeted support to help them achieve at school. Opportunity to learn and have social relationships with their peers is an important factor for development in this age group and without support, many experience isolation and exclusion. This can then lead to a lack of positive destinations after school and limited employment opportunities that impact upon the rest of their lives.

Transitioning from young Carers services to adult services can be challenging and we will focus on transitions to adult services to ensure that our relationship with them is maintained. We have partnered with Dundee and Angus College to provide meaningful opportunities for young adult Carers.

Create conditions for consistent services

We will continue to hold a quarterly Practitioners Forum to achieve consistency of approach and consider how we are interpreting the current laws and eligibility. We invite workers from across agencies to discuss and resolve issues related to Carer support planning and SDS, revising policy as necessary.

PRIORITY 4 - INFLUENCING: Carers will be fully involved in the planning and shaping of services

Our commitments

Develop stronger cross-sector partnerships across Angus

The ACSPG has representation from an array of external services to advocate on carers' behalf, as well as a Carer representative. We wish to build on existing relationships with Third-Sector groups many of which have regular discussions with Carers who may not wish to participate formally in group discussions.

Improve Carers representation

We will work with ACC to recruit Carers to establish 'Caring Influencers' – a group that will be enabled to influence local and national policy development. We want to increase the diversity of Carer representation and increase young Carer involvement.

Improve accountability and ownership

We understand that no matter how bold and ambitious our vision is, we need to have robust and transparent mechanisms allow us to communicate the impact of our collective work, but also flex and adapt as we evolve and change. Key to enabling Carers to influence care in Angus is gaining their feedback and responding appropriately. Carers will be encouraged to share their experiences using Care Opinion which enables people to provide feedback on a website, verbally or in writing. This feedback helps us know what is working well or sometimes where changes need to be made.

Put the voice of Carers at the centre of decision-making

Carers are already involved in a variety of aspects of planning health and social care in Angus. For example, Carers are represented on the IJB, SPG, ACSPG, Locality Improvement Groups, SDS Spend Panel.

Working closely with ACC we will strengthen the voice of Carers in Angus to ensure they maximise opportunities to attend and contribute to discussions at the Carers' Parliament and Young Carers Festival.

Our recent Carer consultation showed how online surveys and attending Carer social groups in person or online can facilitate more Carers to give their views and WE WILL DO MORE OF THIS IN THE FUTURE.

PRIORITY 5 - EQUITY: Carers will be free from disadvantage and discrimination due to their caring role

Our commitments

Improve supports for Carers in employment

Carer positive accreditation is awarded to businesses for having systems in place that support Carers to balance their caring roles with their working lives and includes opportunities to work flexibly and recognition of the need for additional leave on occasions. We will work with local businesses and increase membership of this scheme to create better working conditions for Carers. We will start with reaching out to the larger local employers in Angus.

Develop a suite of practical and financial supports

Legislation dictates that charges are waived for support which is agreed to meet the assessed, eligible needs and outcomes of Carers in Scotland. Local Eligibility Criteria establish different levels of support available to Carers which relate to the level of impact that their caring role has on their lives. The Contributions Policy means that supported people may be asked to contribute towards their own support package, based on a financial assessment. Carers and supported people may both have a personal budget, linked to their support plan, following an assessment of eligibility. We will publish guidance and support staff and Carers to waive charges appropriately.

We will work to provide the right advice, from the right experts, at the right time. In partnership with ACC, we will use support available to Carers in Angus during the current cost of living crisis and work in partnership with Angus Council Welfare Rights/ Scottish Welfare Fund/Independent Advocacy to achieve the best outcome.

Improve ways of how supports are provided

We aim to take an innovative approach to service delivery, respond to feedback from Carers and act upon research to achieve best practice. Central to this is understanding the needs of Carers and acknowledging that every caring experience is different.

How will we know that we have made a difference?

Progress will be monitored via the ACSPG and SPG and reported to the IJB.

The Carers Strategic Delivery Plan (CSDP) (Appendix 3) provides details on the programmes of work and projects to be undertaken in relation to each priority, and the timescale within which it will be delivered. The SDP is a working document which will be reviewed, and progress monitored via the SPG and the IJB. Specific actions may be added, updated or amended in response to emerging needs to deliver within our financial framework.

There will be six monthly reporting into the Strategic Planning Group (SPG) and an annual report to the IJB.

Measures of Success

A range of National and local measures will be used to determine progress.

Number of registered Carers in AHSCP

Where are we now?	Where do we want to be in 2026?
Each HSCP reports upon a Core Suite of Integration Indicators (www.gov.scot) The National Outcome Indicator related to Carers is: Percentage of Carers who feel supported to continue in their caring role. In 2021/22 30% of Carers in Angus (30% in Scotland) felt supported to continue in their caring role. (Health and Care Experience Survey).	40% of Carers feel supported in their caring role.
1,924 adult Carers registered with ACC (March 2023).	2,116 (10% increase) adult Carers registered with ACC.
68 young Carers (March 2023).	98 (15% increase) young Carers registered with ACC.
98 young Carers in Angus registered on Scottish Educational Management Information Software (SEEmis) (May 2023).	143 (15% increase) young Carers in Angus Registered on SEEmis.
17 Carers of an ethnic minority registered with ACC (June 22).	26 (50% increase) Carers of an ethnic minority registered with ACC.

Number of completed Adult Carer Support Plans (ACSP) and Young Carer Support (YCS) Plans

Where are we now?	Where do we want to be in 2026?
274 ACSP completed (2021/22).	330 ACSP completed (20% increase).
20 YCS (Jan 2021 – Jan 2022).	60 YCS completed.

Number of Carer Cards/I depend on someone cards

Where are we now?	Where do we want to be in 2026?
338 Carers Card/plans (Feb 2023).	389 (15% increase) Carers Cards / Plans.
112 'I depend on someone cards' (Feb 2023).	127 (15% increase) 'I depend on someone cards'.

We will continue to collect qualitative data which provides evidence of people's experiences. We will also continue our conversation with Carers in Angus to ensure they are involved in shaping future support.

APPENDIX 1

Description of Caring roles

The Carers (Scotland) Act 2016 defines who is considered as a Carer in Scotland. The **Scottish Government's Carers Charter** further describes the caring role as follows:

Meaning of Carer

You are a 'Carer' if you provide (or intend to provide) care for another person – but not:

- if this is only because of that person's age (where they are under 18); or
- if you are caring because you have a contract or as voluntary work.

The previous definition for being identified as a 'Carer' does not apply. You can be caring for someone for any number of hours. You do not need to be providing a substantial amount of care for someone on a regular basis

Meaning of Adult Carer

You are an 'adult Carer' if you meet the criteria for a Carer above and are aged 18 or over, and not attending school.

Meaning of Young Carer

You are a 'young carer' if you are a Carer (as above) and are also:

- under the age of 18; or
- 18 or over, but still attending school.

Meaning of Parent Carer

A parent Carer is someone who cares for a child who has a diagnosed disability or additional support need. The parent Carer provides care that is beyond the usual role of parenting to meet their needs.

Meaning of Kinship Carer

Kinship care is a term used to describe arrangements where a young person lives all or most of the time with a relative or family friend, because they are not able to live with their biological parents. There are two types of kinship care:

- Formal kinship care: when the young person has become looked after at the decision made by social work, the court or a children's panel, or
- Informal kinship care: where voluntary arrangements have been made between relatives and the young person.

APPENDIX 2 - National Context

Legislation & Policy

- Social Work (Scotland) Act 1968
- Community Care and Health (Scotland) Act 2002
- Social Care (Self-directed Support) (Scotland) Act 2013
- Public Bodies (Joint Working) (Scotland) Act 2014
- Carers (Scotland) Act 2016
- Getting It Right For Every Child (GIRFEC)
- The Promise
- The Independent Review of Adult Social Care in Scotland
- Social Security (Scotland) Act 2018
- National Care Service (Scotland) Bill 2022
- Delivering Value Based Health & Care
- United Nations Convention on the Rights of the Child

APPENDIX 3 - Carers Strategic Delivery Plan

The Carers Strategic Delivery Plan (SDP) provides details of the programmes of work and projects to be undertaken in relation to each priority, the timescale within which it will be delivered and the measures of success. The SDP is a working document which will be reviewed and progress monitored by the ACSPG. Specific actions may be added, updated or amended in response to emerging needs.

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
VISIBILITY – Carers will be more visible					
Identify Carers early	Develop a rolling programme of training around Carer Support, Rights, Entitlements and Angus services that all AHSCP staff can access	Monitoring of staff completion of training by team leaders. Training will be continuously evaluated and developed in accordance with feedback and organisational development.	✓	✓	✓
	Carers will be routinely identified.	Every Adult Assessment undertaken by AHSCP will establish and record the presence/absence of a Carer.	✓	✓	✓
Raise profile and awareness of caring	Promotion of services for Carers across Angus	Numbers of ACSP's/CISP's/YCS completed per annum.	✓	✓	✓
	We will promote the role of Carers in Angus by sharing stories and experiences across a variety of media.	Increase in Public awareness of the caring role.	✓	✓	✓
Increase numbers of registered Carers across all localities in Angus	Identify areas where Carer identification remains low and conduct research into improvement.	Number of young and adult Carers registered with ACC.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
VISIBILITY – Carers will be more visible					
Diversify offers and supports available to Carers from all walks of life	Engage on an ongoing basis with Carers and respond to emerging trends of needs.	Engage on an ongoing basis with Carers in Angus and respond to their feedback.	✓	✓	✓
	Target Carers with protected characteristics in our promotional activity.	Promotional materials will feature different protected characteristic and target groups via location and advertising media.	✓	✓	✓
	Engage with ethnic minority communities and gain assurance that Carers are aware of the support that is available to them.	Number of Carers of an ethnic minority registered with ACC.			✓
Change perceptions around Carers and caring roles	Most people will become a Carer at some point in their lives and we will highlight this in the public arena via our promotional materials.	Promotion of Carers in Angus.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
EMPOWERMENT - Carers will be supported and empowered to take full control their caring role					
Focus on prevention and proactive care	AHSCP continues to respond to referrals and completes ACSPs in line with Eligibility, Case Prioritisation & Assessment Operational Instruction.	Response times are routinely audited.	✓	✓	✓
	Raise awareness of emergency planning and emergency cards amongst staff and Carers via training and advertising.	Number of emergency plans/Carer cards recorded with ACC. Number of 'I depend on someone cards' recorded with ACC.			
	Publish an Angus Carer Information Pack to signpost Carers in Angus to all supports available.	Carers in Angus will be equipped the information they need about the support available in their community.	✓		
Develop more targeted and collaborative services	Engage with Carers on an ongoing basis and professionals who support them, about their experiences and identify areas for improvement	Evidenced via tests of change and Improvement work reports.	✓	✓	✓
	The SG National Outcome Indicator related to Carers is: Percentage of Carers who feel supported to continue in their caring role.	In 2021/22 30% of Carers in Angus (30% in Scotland) felt supported to continue in their caring role. (Health and Care Experience Survey). In 2026 we would like this to increase to 35%.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
EMPOWERMENT - Carers will be supported and empowered to take full control their caring role					
Simplify communication	Review current processes to improve continuity of care and communication channels.	Contact processes will be reviewed to enable efficient communication between supported people / Carers and case managers in a timely and organised manner.	✓	✓	✓
	We will review our approach to SDS in accordance with legislative updates and local engagement.	Carers will access published materials that provide clarity around AHSCP policies that impact upon them.	✓	✓	
	To ensure relevant information for Carers is widely available in a range of formats.	Information for Carers in Angus is accessible to all.		✓	
	To ensure that Carers in Angus are involved in hospital discharge planning for their supported person.	Audit of patient records and qualitative feedback from Carers.	✓	✓	✓
	Staff and Carers are aware of importance of involving Carers in the hospital discharge process.	Audit of hospital discharge processes that routinely identify and involve Carers in discharge planning for their supported person.	✓	✓	✓
Support young Carers	Better understand barriers and enablers to young Carer Statement completion.	Number of young Carers recorded on SEEmis.	✓	✓	✓
	Promote The Angus Care Model which focuses on supporting people in their own homes and communities.	People are supported to remain at home unless their care needs exceed the threshold that allows them to remain safely. Measured via annual audit of permanent care home admissions.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
LIFE-BALANCE - Carers will have a life outside of caring					
Deliver personalised support	SDS Spend Panel will analyse the outcomes of relevant cases to develop operational guidance to support consistency of approach to personalisation.	Guiding principles that have informed decision making are collated and consideration of any impact upon operational guidance undertaken in June of each year.	✓	✓	✓
	SDS Staff training will be developed to support staff to achieve consistency of Carer Support/personalisation.	Regular training available to all relevant AHSCP staff.	✓	✓	✓
	To continue to hold a Practitioners Forum quarterly that gives professionals opportunity to discuss issues around service delivery and SDS frameworks for Carers to achieve consistency.	Professionals attend and contribute to Practitioners Forums in consistent and constructive manner.	✓	✓	✓
Create opportunities for meaningful breaks from caring	All ACSP's and YCS's include an outcomes plan which identifies if any short break activities are needed to support Carers to sustain their caring role.	Number of Support plans completed appropriately as evidence by audit. (audit of random sample in April 25)		✓	
Young Carers are allowed to be children	We will continue to develop our approach to supporting young Carers and identifying barriers and enablers to YCS completion.	Number of young Carers registered with ACC.	✓	✓	✓
	Monitor test of change being conducted with ANGUSalve that facilitates access to leisure pursuits for young Carers, with a view to extending this offer.	Testimonies of impact and breakdown of spend considered annually as part of contract monitoring procedure.	✓	✓	

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
LIFE-BALANCE - Carers will have a life outside of caring					
Provide age and stage appropriate services	Re-design young Carers services into: - Carers aged 12 years and under - Carers aged 13-17 years - Carers aged 18-24 years	Young Carers will have access to a range of activities and supports that are tailored to their needs. Determined by testimonies of impact considered annually as part of contract monitoring procedures.	✓	✓	✓
	To better support transitions, for example: Young Carer to adult Carer services, Parents organising transition from parental care to supported living for their adult children	Research and develop advice for young Carers transitioning to adult Carer services. Research how we can support parent Carers when planning for their child to move to supported living.	✓	✓	✓
Create conditions for consistent services	Standardise approach to carer support across Angus services by delivering networking events and workshops that enable services within the same specialisms and localities to be aware of each other's role to support team working in the best interest of the supported person and their Carer.	Annual networking events in each locality in order that every Carer in Angus will experience a seamless service and benefit from the same range of support services.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
INFLUENCING - Carers will be fully involved in the planning and shaping of services					
Develop stronger cross-sector partnerships across Angus	Continue to consult the Angus Carers Strategic Partnership Group to permit their influence on all decisions relating to AHSCP services for Carers.	Carer perspectives will be clearly recognisable in recommendations in all reports. Carer representatives are supported to participate in working groups. ACSPG to continue to oversee funding and commissioning intentions in relation to Carers and make recommendations in this regard to the Angus IJB.	✓	✓	✓
Improve Carers representation	Increase the diversity of the voice of lived experience contributing to service design via establishing 'Caring Influencers' group as a test of change. Target under-represented groups; male Carers, young Carers, ethnic minority Carers, Carers with other protected characteristics to participate in Caring Influencers.	Conduct test of change until end of April 2024 and review diversity of membership and efficacy of group in influencing change.	✓	✓	✓
		Carers representative to be assigned to each Locality Improvement Group.	✓		
Improve accountability and ownership	Launch Care Opinion and review feedback 6 monthly to inform improvement.	The opinions expressed will be used to inform change.	✓	✓	✓
	ACSPG to review progress of the improvement plan bi-annually.	The improvement plan outcomes will be progressed and monitored.	✓	✓	✓
Put the voice of Carers at the centre of decision-making	Provide an array of means to participate in Carer engagement activity: Teams meetings, surveys, face to face workshops.	All Carers will be enabled to contribute to engagement activity. All feedback from Carers is presented to the ACSPG to inform decisions.	✓	✓	✓

Commitment	Improvement action	Measure of success	Year 1 Apr 24	Year 2 Apr 25	Year 3 Apr 26
EQUITY - Carers will be free from disadvantage and discrimination due to their caring role					
Improve supports for Carers in employment	Engage with large local businesses to create partnerships and develop the Carer Positive Accreditation Scheme and its profile in the local community.	Increase the number of accredited local employers by 50%.			✓
Develop a suite of practical and financial supports	Waiving of Charges Policy will be applied consistently and Carer supports classified correctly, so that: No Carer in Angus will pay for services that are identified as outcomes in their assessments to support them to continue in their caring role.	Number of Support plans completed appropriately as evidence by audit.		✓	
	Carers will be informed about the Scottish Welfare Fund/Angus Council Welfare Rights for support with general advice.	Carers are supported to access relevant supports and grants available to them.	✓	✓	✓
	Review Angus Local Eligibility Criteria for Carers by March 2024.	Established levels of support will enable us to meet our priorities. Review of Local Eligibility Criteria due in October 2024.	✓		
	Local Eligibility Criteria applied consistently and in accordance with level of impact the caring role has on the wellbeing of the Carer.	Number of support plans completed appropriately as evidence by audit of random sample.		✓	
Improve ways of how supports are provided	We will form Working Groups of relevant professionals and Carers to improve services for different needs as identified.	The progress of such groups will be monitored and reported upon routinely as per their terms of reference.	✓	✓	✓

