







Appendix 3

Angus Carer Strategy 2019 /22 – Improvement Plan

This Improvement Plan lists the actions we will take to achieve our outcomes to ensure that:

-  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.

It explains how the Angus Carers Strategic Partnership Group (ACSPG) will measure success, who is responsible for the work and the time-scales for it.

Outcome 1: Carers are identified					
INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
1a) Support those in a variety of caring roles to recognise themselves as carers	Introduce and promote a new emergency carers card	Increase uptake of card and review its impact and effectiveness	Emergency planning sub-group	April 2020	2 ,3 & 6
	Develop carers information and give clear directions for support on the Independent Living Angus website. Highlight the range of caring roles and that people being cared for do not have to be getting support services for someone to qualify as a carer.	Monitor how often the information is accessed Monitor feedback from users Monitor feedback from agencies mentioned on the site	ACSPG	On-going over life of strategy	2 & 6
	Promote Carer Positive accreditation to local employers	Increase the number of accredited local health and social care employers by 50%	ACSPG	April 2021	2 ,3 & 6
1b) Promote public awareness of carers and the diversity of the caring role	Promotion of the new Carers Strategy through a range of media and locations	Monitor how often the information is accessed Monitor feedback from users	ACSPG	December 2019	2 & 5
	Develop and deliver a digital plan to ensure on-going promotion of carers' issues	Monitor how often the information is accessed Monitor feedback from users	ACSPG	April 2020 and on-going	2 & 5

	Ensure information is widely available in a range of formats	Monitor feedback from users	ACSPG	April 2020 and on-going	2 & 5
1c) Ensure training for all relevant staff (particularly in health, social care and education) includes carer awareness and carer support	Carers are consistently identified by staff irrespective of the impact of their caring role	Increase in number of carers identified at the Carers Census Increase in the number of Adult Carer Support Plans (ACSPs) offered to 16% of local carers Increase in the number of Young Carer Statements (YCSs) offered to 30% of local young carers	ACSPG	April 2020 and 6-monthly afterwards	2 ,3 & 6
	Increase the proportion of new adult carers identified below the Local Eligibility threshold	Increase in the number of ACSPs offered to 16% of local carers	ACSPG	By April 2022	2 ,3 & 6
	Increase the proportion of new young carers identified below the Local Eligibility threshold	Increase in the number of YCSs offered to 30% of local young carers	ACSPG	By April 2022	2 ,3 & 6

Outcome 2: Carers are supported and empowered to manage their caring role

INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
2a) Provide accessible information, advice and direction to support for all carers across Angus	Involve carers in the design of a "What do you need to know and when" information booklet for carers in transition	Booklet is produced and available in a range of formats	Angus Carers Centre	April 2020	4, 5 & 6
	Build on the presence of locality workers in Locality Improvement Networks to increase professional awareness of the role of carers and how best to support them	Increase in carer identification and appropriate level of support provided.	Locality Improvement Group Planning Officers and Locality Workers (Angus Carers Centre and Voluntary Action Angus)	On-going over life of strategy	1 & 5
	Provide specific training for carers on managing their finances and budgeting (particularly during transitional stages, e.g. post school/ leaving or returning to work & retirement.	Provide at least one workshop in each locality	Financial Inclusion Group	April 2020	5
	Provide SDS Support & Brokerage Service to carers	Carers are supported to use SDS budgets effectively	Dundee Carers Centre	On-going over life of strategy	5 & 3
	Consider the needs of carers who are geographically or socially	Action plan in place	ACSPG	On-going over life of strategy	1 & 5

	isolated or not accessing support for other reasons; and how these can be met.				
	Develop a clear "Local Carer Pathway" so that carers know how to access support; in partnership with the Coalition of Carers and local stakeholders.	"Local Carer Pathway" in place	ACSPG	April 2020	2, 4, 5 & 6
2b) Develop supports for carers that will prevent them reaching crisis	Adult and young carers receive Carer Information & Support Plan /Adult Carer Support Plans/ Young Carers Assessment/ Young Carer Statements within the agreed time-scales which identify their personal needs and outcomes. Verify that assessment tools and eligibility criteria are working effectively to manage referrals/meet outcomes appropriately	AHSCP responds to referrals and completes adult carer support plans in line with Eligibility, Case Prioritisation & Assessment Operational Instruction. Young Carer Statements will be completed within 4 working weeks of a young carer being offered or requesting one. Angus Carers Centre responds to referrals within 5 working days and completes support plans within 28 working days.	ACSPG	On-going over life of strategy	1, 5 & 6
	Increase the numbers of young carer statements in place – promote proactive engagement in education, post 16 and the community	Increase number of Young Carers Statements offered and completed by 50%. Continue awareness-raising activity in schools	Young Carers Strategic Group	On-going over life of strategy	1, 5 & 6

	Introduce an automatic referral to Angus Carers Centre following the completion of an Adult Carer Support Plan which identifies the carers having below the threshold needs	Increase number of appropriate referrals to Angus Carers Centre form Angus Adult Services Teams by 30% Carers self-report improvement on "Better Quality of Life" Outcomes	ACSPG Learning & Development Group	April 2020	1 & 5
	Scope a "Test of Change" to promote the use of Carer Mentors to provide community based info & support to those who have low to moderate impact caring roles	Complete 1 trial session of "Coaching/Mentoring" Training for carers who meet training criteria	ACSPG/Angus Council & HSCP Organisational Development. Communities Team	August 2020	4 & 6
2c) Develop local arrangements to support carers in crisis	Investigate the scope and extent to which carers access independent advocacy is by in Angus	Increase the number of carers referred to Angus Independent Advocacy by 20%	ACSPG/Angus Advocacy Strategic Group	April 2020 & On-going over life of strategy	4, 5 & 6
	Support carers when their caring role comes to an end	Sustain appropriate level of Bereavement Support for registered carers (aged 18 plus) for up to 2 years	Angus Carers Centre	On-going over life of strategy	3
	Ensure that carers are given clear and consistent information about waiving of charges and service contribution policies	Monitor how often the information is accessed Monitor feedback from users	ACSPG Angus Support and Care Support Steering Group Providers Forum	On-going over life of strategy	5
	Continue the Counselling Service for registered carers aged 16+	Service is provided in all localities at times appropriate for carers	Angus Carers Centre	On-going over life of strategy	

Outcome 3: Carers are enabled to have a life outside of caring

INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
3a) Ensure that there are a range of short break options accessible to the diverse population of local carers to support them in their caring role	All support plans 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 Range of carer populations benefiting from short breaks option increases Range of evaluation methods used to capture carer experience	ACSPG Learning & Development Group ACSPG	On-going over life of strategy	2, 5 & 6
	Ensure that the range of adult and young carers have a greater choice of a variety of local, innovative and flexible respite/ short break options, including activities which promote mental health & well-being	Number of support plans completed appropriately Carers report increase in self-resilience	ACSPG Learning & Development Group Angus Health & Well Being Network	On-going over life of strategy	2, 5 & 6
	Increase access to the Short break Bureau, including continuation of the Respite scheme to support outcome planning including digital information.	Increase in use of Short Breaks Bureau, by wider public, workers from HSCP and carers	Angus Carers Centre ACSPG Learning & Development Group	On-going over life of strategy	2, 5 & 6

		Increase in visits to Angus Carers Centre Website	Angus Council		
		Increase in Businesses donating to Respiteity	Angus Social Enterprise Network		
3b) Support opportunities for carers to work or continue to work when they wish	All support plans include an Outcomes Plan which identifies any carer aspirations to take up, continue or return to study employment, or training.	Number of support plans completed appropriately	ACSPG Learning & Development Group	On-going over life of strategy	2, 5 & 6
3c) Provide opportunities for carers to participate in a range of supports and activities that are important to them	Publicise local groups and activities and support carers to attend; Ensure activities are targeted at all carer groups and held in a variety of geographical locations; promote use of Angus Locality Locator.	Increase in groups and orgs advertising on Locality Locator Increase in number of groups and activities attended by carers	Voluntary Action Angus	On-going over life of strategy	2, 5 & 6
	Facilitate peer support for carers through flexible opportunities to attend a range of activities including support groups and social activities, day-time, evenings and weekends.	Carer support activities are identified in appropriate third sector contracts	Angus Carers Centre Angus Council Contracts Team	On-going over life of strategy	2, 5 & 6
	Develop links between ACSPG and Angus Social Enterprise Network to develop innovative short break programmes	Evidence of partnership working between Alternative short break programmes identified	ACSPG/Angus Social Enterprise Network	April 2020 & On-going over life of strategy	2, 5 & 6



Outcome 4: Carers are fully engaged in the planning and shaping of services					
INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
4a) Ensure the views of carers are consistently represented in Angus HSCP's decision-making.	All change programmes and projects will identify carers as key stakeholders	Carer perspectives will be clearly recognisable in recommendations in all reports Carer representatives will be supported to participate in working groups	ACSPG to audit	April 2020 & On-going over life of strategy	5 & 6
	All reports submitted to the IJB will include a carer impact assessment or reference to carers in 'other implications' section	Carer's perspective becomes expected as part of IJB business	IJB carer representative to monitor	April 2020 & On-going over life of strategy	5 & 6
	All assessment documents will include reference to carer consultation and perspective	Carer's perspective becomes expected as part of all assessment decisions and required 'field' in electronic documents	ACSPG to audit	August 2020 & On-going over life of strategy	5 & 6
4b) Ensure that carers are informed about	Social media, newsletters etc will be used to publicise how carers are shaping services	Awareness will be raised and carers will feel empowered and valued Verify through feedback	ACSPG to audit	April 2020 & On-going over life of strategy	5 & 6

opportunities to shape services	All assessment documents will include reference to carer consultation and perspective and how they can shape services	Seeking carers' perspectives on shaping services will become the norm	ACSPG to audit	August 2020 & On-going over life of strategy	5 & 6
	Care management training will include learning outcomes relating to carers involvement in shaping services	Workers will proactively seek carer involvement in shaping services	ACSPG to audit	August 2020 & On-going over life of strategy	5 & 6
4c) Ensure that we deal with anything that gets in the way of carers being fully engaged, such as resources, location and timing of meetings etc	Arrangements will be made to support carers to participate in engagement opportunities	Ensure times and venues for carer engagement opportunities are 'carer-friendly' and accessible	ACSPG to audit	April 2020 & On-going over life of strategy	5 & 6
	Consider whether participation in carer engagement qualifies for 'replacement care'	Remove financial disincentives to participation in carer events/groups	ACSPG to audit	August 2020 & On-going over life of strategy	5 & 6
	Ensure that language and presentation of materials are customer-facing and encourage carer engagement	Ensure that carers feel included, and can clearly understand how to participate and their value as contributors	ACSPG to audit	August 2020 & On-going over life of strategy	5 & 6

Outcome 5: Carers are free from disadvantage and discrimination related to their caring role

INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
5a) Consult with carers to identify any areas of disadvantage or discrimination	We will ask a wide range of local adult and young carers, what they think the local issues are and what would help	Feedback from carers	ACSPG	April 2020	2 & 4
	We will seek the views of the local agencies which support adult and young carers across Angus	Feedback from carers' representative organisations	ACSPG	April 2020	2 & 4
	We will consult other groups which are in contact with people with protected characteristics (i.e. age, disability, gender, race, pregnancy & maternity, gender re-assignment, marriage and civil partnership, religion and belief, sexual orientation) to raise awareness of the caring role and seek their views	Feedback from other groups engaged with people with protected characteristics	ACSPG	April 2020	1,2 & 4
	We will seek the views of Scotland's dedicated minority ethnic carer's organisation	Good practice criteria established	ACSPG	April 2020	2 & 4

	(MECOPP)on good practice in this area				
5b) Address barriers that disadvantage or discriminate against carers	We will draw up a local action plan to address barriers, based on feedback from: <ul style="list-style-type: none"> • carers • their representative organisations • other groups in contact with people with protected characteristics and • MECOPP 	Action plan in place	ACSPG	August 2020	2 & 4
	All proposed changes to strategy and policy will be checked for their impact on carers with protected characteristics.	AHSCP's Equality Impact Assessments are monitored and evidence that any impact on carers with protected characteristics has been considered.	ACSPG	On-going over life of strategy	2 & 4
	We will link with work of the Angus Advocacy Strategy to ensure carers with protected characteristics have access to support to challenge disadvantage and discrimination	Monitor how often the service is accessed by carers with protected characteristics Monitor feedback from carers	ACSPG	On-going over life of strategy	2
5c) Support professionals to understand the	We will provide resources and training opportunities to raise their awareness of the barriers faced by adult and young	Monitor how often the information is accessed Monitor feedback from training opportunities	ACSPG	On-going over life of strategy	2

impact protected characteristics can have on a carer	carers who have protected characteristics	Monitor feedback from carers			
	We will provide information and resources for professionals on how to source resources to support communication with carers, for example translation services	Monitor how often resources and information are accessed Monitor feedback from carers	ACSPG	On-going over life of strategy	2

Outcome 6: Carers are recognised and valued as equal partners in care

INTENDED OUTCOME	IMPROVEMENT ACTION	SUCCESS CRITERIA	RESPONSIBLE	TIMESCALE	LINKS TO OTHER OUTCOMES
6a) Ensure that all professionals value the role and contribution of carers in supporting people in their community	Develop carers sections on Angus Council and Angus HSCP websites, and proactively link to them.	Measure impact through feedback mechanisms, including 'hits' on webpages	ACSPG	April 2020	2 & 4
	Develop training materials so that professionals are exposed to carers' issues in their training	Measure impact through feedback mechanisms (e.g. what did you think of the carers input in your training?)	ACSPG	August 2020	2 & 4
	Ensure that we use opportunities to publicly recognise carer's positive contributions through a variety of media	Measure impact through feedback mechanisms (e.g. what did you think of the carers input in the newsletter?)	ACSPG	On-going over life of strategy	1, 2 & 4
	Identify opportunities to extend the message to professionals less directly exposed to the carers issues	More professionals are aware of carers' contributions. See measures above	ACSPG	On-going over life of strategy	1, 2 & 4
	Ensure that carers are aware that that can get support from independent advocacy services	Number of carers who access independent advocacy	ACSPG	On-going over life of strategy	4 & 5
6b) Recognise the expertise that carers bring and	Incorporate this concept, and its limitations, in all Social Work and Health professional training	'Equal partners' becomes the general understanding and approach.	ACSPG	April 2020 and on-going over	2 & 4

ensure their views are fully reflected in planning to meet a supported person's needs		More carers should feel more involved and that they are treated as equal partners		life of strategy	
	All Health and Social Care professionals will proactively seek the expert views that carers' have when planning to meet supported peoples' needs	Professionals value and seek out carer input when planning care and support, including the importance of continued support and communication; and reviewing effectiveness	ACSPG	August 2020 and on-going over life of strategy	2 & 4
	All assessment documents will include reference to carer consultation and perspective, and how they can positively contribute in planning to meet needs; This will be routinely documented.	Measure impact through feedback mechanisms – e.g. 'Did you feel treated as an equal partner? – how could this be improved?' More carers should feel more involved and that they are treated as equal partners	ACSPG	August 2020 and on-going over life of strategy	2 & 4
6c) Recognise the contribution that carers make to the supported person's life and to society in general	Ensure that we use opportunities to publicly recognise carer's positive contributions through a variety of media, presentations to community groups, social events etc.	The Angus Carers newsletter, and Angus Matters, will include a regular section on carers contributions Measure impact through feedback mechanisms	ACSPG	April 2020 and on-going over life of strategy	1, 2 & 4
	Promote the Emergency Card for Carers and plan in order to raise awareness among carers,	Measure uptake of the card	ACSPG	April 2020 and on-going over	1, 2, 4 & 5

	professionals and public of the important contribution that carers make to peoples' lives	Measure impact through feedback mechanisms		life of strategy	
	Promote the "Triangle of Care" Model to support carers who look after someone with poor mental health within Inpatient, CAMHS and Community Adult Mental Health Services.	Monitor how often resources and information are accessed	Angus Mental Health & Wellbeing Network	On-going over life of strategy	2
	Develop training materials so that professionals are exposed to carers' issues in their training, and can recognise and value their contributions to supporting people and the wider community	Measure impact through feedback mechanisms	ACSPG	August 2020	1, 2 & 4