



REPORT TO: AUDIT & PERFORMANCE COMMITTEE 16TH DECEMBER 2009

SUBJECT: THE CARERS STRATEGY 2007-2010

BY: THE DIRECTOR OF COMMUNITY SERVICES

1. **REASON FOR REPORT**

- 1.1 This report is to make committee aware of the progress and current status of The Moray Carers Strategy 2007-2010.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the function of the Council as a Social Work Authority under the Social Work (Scotland) Act 1968.

2. **RECOMMENDATION**

- 2.1 **It is recommended that Committee considers the significant progress made in the development and delivery of the support for carers as identified in The Moray Carers Strategy 2007-2010 and in the Strategy Action Plan.**

3. **BACKGROUND**

- 3.1 Following the production of a National Strategy for Carers in 1999, The Moray Council produced its first Carers Strategy in 2002. It was subsequently reviewed in 2005.
- 3.2 It is widely recognised that unpaid carers are our single biggest care provider in the community. By translating the national picture into the Moray locality, we can estimate that there could be as many as 10,000 carers in Moray and according to statistical information gathered by Carers Scotland, this could rise by another 5,000 by the year 2037.
- 3.3 With the above in mind, it is acknowledged that there is a need to ensure appropriate support is available to meet the needs of the unpaid caring community. It is also accepted that this support needs to be consistent and whilst there is a need for structure, there also needs to be flexibility to allow for the ever changing needs as they develop. Hence the production of the Moray Carers Strategy 2007-2010, an overarching document with a working action plan that afforded us the structure and fluidity needed for this section of our society.

- 3.4 The overall objective of the strategy was simple; to guide the development of services and support areas for unpaid carers that ensured that they were able and willing to continue in their caring role.
- 3.5 Within the overall objective, the Strategy and action plan identified outcomes for carers and ways in which they could be achieved. These have largely remained the same throughout the life of the document, although the changing needs and wishes of carers inevitably altered the course of some of the action points.
- 3.6 The total timescale for the strategy document and the action plan was three to four years, from its development in 2007 through to the last of the actions timelined for 2010. Within this, the action plan details more specific timescales for the different actions and expected outcomes. For information an updated copy of the action plan is attached detailing the current status of all actions (**APPENDIX 1**).
- 3.7 The details relating to completion/progress/slippage of this can be seen within **APPENDIX 1**, however in brief the overall status of completion within the original timeframes is good.
- 3.8 The action points with slippage, along with more detailed explanations are as follows:
- 2.11 To develop advocacy services for carers – Since the time of writing, the current Advocacy Service has no capacity to deliver this without additional funds. As funds are not available discussion is taking place about other options for this with the commissioned Carers Service Provider. Options being considered include the direct delivery of advocacy services or the delivery of training for carers to develop self advocacy groups.
- 3.1 Respite services are under review and this has included the adoption of a new, clarified internal definition of respite. A recording, reporting and service mapping exercise is underway and upon completion further consideration will be given to extending day services for greater options in respite delivery.
- 5.1 To develop a Young Carers Strategy – Children and Family Services have overall remit for the Young Carers Service and any developments within that. Since the time of writing the priority has moved from developing a separate strategy to the development of criteria and service design in line with national frameworks and guidance for working with vulnerable children. Young Carers are included within the existing strategy and it is expected that a stand-alone Young Carers Strategy will be developed following consultation with Young Carers. This will be taken forward by Children and Family Services.
- 5.4 To develop respite services for Young Carers – Cross service discussion with the Commissioned Service, Strategy Officer and

Children and Family Services will take place following the respite service review.

3.9 Whilst it is recognised that evidence of the impact on someone's life can be difficult to measure and to demonstrate, there are a number of indisputable facts that show where these impacts are:

- Carers Assessments are now being routinely carried out for those carers identified as needing one, or those who self refer for one.
- Additional respite hours are now available for carers to access to support them in their caring role.
- Carers Support Services are now available longer hours and outwith office hours to allow working carers equal access to support, information and advice.
- A Carers Service Provider Network has been established to ensure that there is open communication and collaboration between services. This eliminates duplication and facilitates partnership working to better support carers.
- In Quarter one 44 Carer Reviews were carried out within Older People and 93% said that they felt supported and able to continue in their caring role. This rose in Quarter two when, out of the 60 reviews carried out, 98% said they felt supported.
- Strategic impact has been recognised in the recent visit conducted by SWIA who have acknowledged in their follow-up report that a range of steps to strengthen carer support since their original inspection had been taken, including the re-tendering of the carers contract, the review of the Carers Strategy and the establishment of a new post to support development. SWIA have concluded that 'Community Services had done well in the strategic approach it had taken to improve carer support in Moray'.

4. SUMMARY OF IMPLICATIONS

(a) **Single Outcome Agreement/Service Improvement Plan**

Carers have an important contribution in meeting several local outcomes relating to National Outcome 6-We live longer, healthier lives. The measures relating to Carers in the Community Outcomes Framework are also incorporated within the Service Improvement Plan 2009/10.

(b) **Policy and Legal**

There are no implications arising directly from this report.

(c) **Resources (Financial, Risks, Staffing and Property)**

There are no resource implications arising directly from this report.

(d) **Consultations**

The Head of Community Care (Acting)
The Director of Community Services
Senior Planning and Performance Officer
The Head of Children and Families Services
Performance and Strategy Manager (Children and Families Services)

Principal Accountant
General Manager for MCHSCP

5. CONCLUSION

- 5.1 The Moray Carers Strategy 2007-2010 and the associated action plan has been a dynamic document that has guided much of the work and development of services within this client group. It has maintained the focus for carers on the delivery of robust and outcome focussed areas of work throughout times of change and challenge. Following the success in the delivery of this strategy, the consultation will begin in 2010 for a new Moray Carers Strategy that will guide the developments and support that we intend to offer to carers for the next few years.

Author of Report: Pauline Knox, Carers Strategy & Development Officer
Background Papers: With the Author
Ref:

Signature:



Date : 1 December 2009

Designation: Director of Community Services Name: Sandy Riddell