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Aberdeen City Health & Social Care Partnership
A caring partnership

To: Members of the Integration Joint Board

Town House,
ABERDEEN 24 January 2023

INTEGRATION JOINT BOARD

The Members of the **INTEGRATION JOINT BOARD** are requested to meet in **Virtual - Remote Meeting on TUESDAY, 31 JANUARY 2023 at 10.00 am.**

JENNI LAWSON
INTERIM CHIEF OFFICER - GOVERNANCE

BUSINESS

1.1 Welcome from the Chair

DECLARATIONS OF INTEREST OR TRANSPARENCY STATEMENTS

2.1 Members are requested to intimate any declarations of interest or transparency statements

DETERMINATION OF EXEMPT BUSINESS

3.1 Members are requested to determine that any exempt business be considered with the Press and Public excluded

STANDING ITEMS

4.1 Video Presentation

4.2 Minute of Board Meeting of 29 November 2022 (Pages 3 - 10)

4.3 Draft Minute of Risk, Audit and Performance Committee of 17 November 2022 (Pages 11 - 16)

- 4.4 Business Planner (Pages 17 - 20)
- 4.5 Seminar and Workshops Planner (Pages 21 - 22)
- 4.6 Chief Officer's Report - HSCP.23.008 (Pages 23 - 30)

STRATEGY

- 5.1 Carers' Strategy - HSCP.22.003 (Pages 31 - 150)

PERFORMANCE AND FINANCE

- 6.1 Annual Procurement Workplan - HSCP.23.002 (Pages 151 - 162)
Please note there are exempt appendices contained within the Private Section of this agenda below.
- 6.2 Grant Funding Arrangements - HSCP.23.005 (Pages 163 - 168)
Please note there are exempt appendices contained within the Private Section of this agenda below.

ITEMS THE BOARD MAY WISH TO CONSIDER IN PRIVATE

- 7.1 Annual Procurement Workplan - HSCP.23.002 - Exempt Appendices
(Pages 169 - 236)
- 7.2 Grant Funding Arrangements - HSCP.23.005 - Exempt Appendices
(Pages 237 - 256)
- 7.3 Aberdeen City Vaccination Centre - HSCP.23.007 (Pages 257 - 268)

DATE OF NEXT MEETING

- 8.1 IJB Meetings - 28 March 2023 (Budget) and 25 April 2023 (Additional)

Website Address: <https://www.aberdeencityhscp.scot/>

Should you require any further information about this agenda, please contact Emma Robertson, emmrobertson@aberdeencity.gov.uk



ABERDEEN, 29 November 2022. Minute of Meeting of the INTEGRATION JOINT BOARD.

Present:- Luan Grugeon, Chair; Councillor Cooke, Vice Chair; and Councillor Christian Allard, June Brown, Kim Cruttenden, Councillor Martin Greig, John Tomlinson, Mike Adams, Jim Currie, Maggie Hepburn, Christine Hemming, Dr Caroline Howarth, Councillor Sandra Macdonald (as a substitute for Councillor Tissera), Sandra MacLeod (from Article 9), Shona McFarlane, Alison Murray and Graeme Simpson.

Also in attendance:- Jess Anderson, Sophie Beier, Fraser Bell, Matthew Carter, Kay Diack, Susie Downie, Stella Evans, Councillor Lee Fairfull, Sarah Gibbon, Michelle Grant, Arlene Hurst, Stuart Lamberton, Graham Lawther, Alison MacLeod, James Maitland, Fiona Michelhill, Lynn Morrison, Jason Nicol, Shone Omand-Smith, Alison Penman, Simon Rayner, Jenny Rae, Sandy Reid, Amy Richert, Angela Scott, Neil Stephenson, Councillor Kairin van Sweeden, Teresa Waugh and Claire Wilson.

Apologies:- Councillor Deena Tissera, Jenny Gibb, Phil Mackie and Paul Mitchell.

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

WELCOME FROM THE CHAIR

1. The Chair extended a warm welcome to everyone. She paid tribute to colleagues across Aberdeen Health and Social Care who had recently responded to adverse weather and flooding that had occurred which Police Scotland had declared as a major incident. She noted that the Grampian Local Resilience Partnership was activated and ACHSCP in its role as a Category 1 responder was at the heart of the response. The Chair praised the many staff involved helping ensure that some of the most vulnerable residents stayed safe. Furthermore, she advised that Multi Agency preparations for any further adverse weather events over winter were well under way and the Partnership was playing its role in these. The Chair wished to place on record her thanks to all staff who were contributing and who would be on stand-by over the winter period to respond to any incidents and additionally to those working over the festive period.

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The Chair reported that on 25 November 2022 the United Nations' Global Annual 16 days of Activism campaign had started which sought to eliminate gender-based violence. She noted Aberdeen's Violence Against Women Partnership's contribution to the campaign with a number of initiatives and events taking place.

Finally, the Chair acknowledged that this was John Tomlinson's last meeting of the Aberdeen Integration Joint Board and that he had brought great experience and wise counsel to the Board and Risk, Audit and Performance Committee. On behalf of all Members, the Chair expressed her thanks.

The Board resolved:-

- (i) to express its thanks to John Tomlinson and acknowledge the significant contribution he had made to the Integration Joint Board as NHS Member and Chair of the Risk, Audit and Performance Committee; and
- (ii) to otherwise note the Chair's remarks.

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

2. There were no declarations of interest or transparency statements intimated.

EXEMPT BUSINESS

3. The Chair indicated that item 7.1 Supplementary Work Plan Social Care - HSCP.22.098, contained exempt information and therefore it was recommended that it be considered in private.

The Board resolved:-

to consider the exempt sections of items 7.1 with the press and public excluded.

VIDEO PRESENTATION

4. The Board received a video presentation entitled 'A Brief Introduction to Horseback UK' which outlined how that organisation's core operation supporting military personnel to understand their own emotional coping mechanisms had translated to working with care homes, team leaders and NHS staff.

The Board resolved:-

to note the video.

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MINUTE OF BOARD MEETING OF 11 OCTOBER 2022

5. The Board had before it the minute of its meeting of 11 October 2022.

The Board resolved:-

to approve the minute as a correct record.

DRAFT MINUTE OF CLINICAL CARE AND GOVERNANCE COMMITTEE OF 11 NOVEMBER 2022

6. The Board had before it the minute of the Clinical Care and Governance Committee of 11 November 2022, for information.

The Board resolved:-

- (i) to note that in respect of Article 8 of the Minute (Items Where Escalation to IJB is Required) an information governance issue was being investigated by the Chief Operating Officer who was liaising with NHS Grampian and had offered the Integration Joint Board's assistance in progressing the matter; and
- (ii) to otherwise note the minute.

BUSINESS PLANNER

7. The Board had before it the Business Planner which was presented by the Chief Operating Officer who advised Members of the updates to reporting intentions and that further items would be added to future reporting cycles.

The Board resolved:-

to agree the Planner.

SEMINAR AND WORKSHOPS PLANNER

8. The Board had before it the Seminars and Workshops Planner which was presented by the Chief Operating Officer who advised Members that he was looking to identify suitable dates for Workshops in 2023.

The Board resolved:-

to note the Planner.

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CHIEF OFFICER'S REPORT - HSCP.22.105

9. The Board had before it the report from the Chief Officer, ACHSCP, who presented an update on highlighted topics and responded to questions from members.

The report recommended:-

that the Board note the detail contained in the report.

The Board resolved:-

- (i) to note that in respect of the Link Practitioner Update, the contract had been awarded to SAMH; and
- (ii) to otherwise note the details contained in the report.

ACHSCP CLIMATE CHANGE PROJECT & SCOTTISH GOVERNMENT REPORTING - HSCP.22.100

10. The Board had before it a report entitled Climate Change Project & Scottish Government Reporting, the purpose of which was to advise on the requirements to report on net zero and emissions targets and the proposed Climate Change Project for 2022-25, and to seek approval for the submission of the attached climate change report to the Scottish Government by 30 November 2022.

Sophie Beier, Senior Project Manager, presented the report and responded to questions from members regarding net zero and emissions targets and the importance of working with the commissioned sector to enable actions to be achieved while building on the IJB's existing approach to ethical commissioning.

The report recommended:-

that the Board:

- (a) approve the Climate Change Report;
- (b) instruct the Chief Officer to submit the Climate Change Report to the Scottish Government by 30 November 2022;
- (c) approve the content and governance of the Climate Change Project for 2022-2025; and
- (d) instruct the Chief Officer to bring an annual progress report on the climate change work to future October IJB meetings.

The Board resolved:-

- (i) to agree that the target year should be reviewed annually in order to explore opportunities to become net zero at an earlier date; and
- (ii) to otherwise approve the recommendations.

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QUARTER 2 (2022/23) FINANCIAL MONITORING UPDATE - HSCP.22.104

11. The Board had before it the Quarter 2 (2022/23) Financial Monitoring Update report prepared by the Chief Finance Officer, ACHSCP.

The Chief Operating Officer presented the report and responded to questions from members.

The report recommended:-

that the Board:

- (a) note the report in relation to the IJB budget and the information on areas of risk and management action that were contained therein; and
- (b) approve the budget virements indicated in Appendix F of the report.

The Board resolved:-

- (i) to instruct the Chief Finance Officer to provide a breakdown in respect of Carer funding;
- (ii) to note that the Risk, Audit and Performance Committee would continue to monitor the financial situation; and
- (iii) to otherwise approve the recommendations.

WORKFORCE PLAN - HSCP.22.101

12. The Board had before it the final version of the Aberdeen City Health and Social Care Partnership Workforce Plan 2022 – 2025.

Stuart Lamberton - Transformation Programme Manager presented the Plan. Sandy Reid – People and Organisation Lead, spoke in furtherance responding to questions from members in respect of retention, recruitment and career pathways.

Members noted the reality of the system with pressures around recruitment and retention of staff. Members also noted the range of activities and actions being implemented around wellbeing to empower staff and the use of technology and efforts around improving local working conditions.

The report recommended:-

that the Board:

- (a) approve the final version of the ACHSCP Workforce Plan 2022 – 2025 as attached at Appendix A; and
- (b) instruct the Chief Officer to report progress annually to the Risk, Audit, and Performance Committee.

The Board resolved:-

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- (i) to note the points raised regarding the current system and the pressures around recruitment;
- (ii) to note the actions around staff wellbeing, retention and empowerment;
- (iii) to note the actions around collaboration with secondary and further education institutions and use of new technology;
- (iv) to instruct the Lead for People and Organisation to look at modelling of different scenarios; and
- (v) to otherwise approve the recommendations.

SUPPLEMENTARY WORK PLAN – SOCIAL CARE - HSCP.22.098

13. The Board had before it the supplementary Work Plan – Social Care. Neil Stephenson - Strategic Procurement Manager, and Jenny Rae – Transformation Programme Manager, spoke to the report and responded to questions from members.

The report recommended:-

that the Board:

- (a) approve the direct award of a contract to two providers: one contract for fifteen months; one contract for thirty-nine months, as detailed in Appendices A1 and C of the report;
- (b) approve the direct award of eight contracts for mental health care home providers for five years, as detailed in Appendices A1 and D of the report;
- (c) approve the direct award of two contracts for learning disability care home providers for five years, as detailed in Appendices A1 and E of the report;
- (d) approve the direct award of a contract for end-of-life beds for five years, as detailed in Appendices A1 and F of the report;
- (e) approve the direct award of a contract for emergency discharge placements/beds for five years, as detailed in Appendices A1, G and G1 of the report; and
- (f) make the Direction, as attached at Appendix B of the report and instruct the Chief Officer to issue the Direction to Aberdeen City Council.

The Board resolved:-

to approve the recommendations.

MARYWELL SERVICE REDESIGN - HSCP.22 102

14. The Board had before it a report on the Marywell Service Review providing an update on the redesign of the service. Teresa Waugh - Primary Care Development Manager and Simon Rayner - Strategic Lead, Aberdeen City Alcohol & Drugs Partnership, presented the report and responded to questions from members.

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The report recommended:-

that the Board:

- (a) note the progress made with the redesign of the Marywell Service;
- (b) agree that a triage clinic be established in partnership with Aberdeen City Council at West North Street;
- (c) agree that Marywell practice be funded for 24 months via the Alcohol and Drugs Partnership as a response to the public health challenge of drug related deaths from funds agreed by the Alcohol and Drugs Partnership and Integration Joint Board of 7th June 2022;
- (d) instruct the Chief Officer, in consultation with the Public Health team, to develop and deliver a health and inequalities plan to support mainstream Primary Care; and
- (e) instruct the Chief Officer to report to a meeting of the Integration Joint Board on the next phase of the redesign of the Marywell Service, with a Business Case to outline the future provision of services within 18 months.

The Board resolved:-

- (i) to note that the Integration Joint Board offered its support with the work of the project; and
- (ii) to otherwise approve the recommendations.

PCIP (PRIMARY CARE IMPROVEMENT PLAN) UPDATE - HSCP.22.099

15. The Board had before it a report providing an update on the Primary Care Improvement Plan (PCIP). Alison Penman - PCIP Programme Manager presented an overview of the update.

The report recommended:-

that the Board note the content of the report as an update on current progress against the Primary Care Implementation Plan.

The Board resolved:-

- (i) to note that the Team Leader – Governance, Aberdeen City Council would liaise with NHS Grampian legal colleagues in respect of clarification of the IJB's role and remit around accountability and decision making with respect to PCIP; and
- (ii) to otherwise note the update.

ROSEWELL HOUSE TRAVEL PLAN - UPDATE - HSCP.22 103

16. The Board had before it a report from Fiona Mitchelhill - Lead Nurse, providing an update on the progress of the Rosewell House Travel Plan.

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Members noted that that regular reminders were issued to staff to be considerate when parking and that the parking situation in the vicinity had improved for local residents.

The report recommended:-

that the Board note the details contained in the report and the measures to be progressed by Service Manager.

The Board resolved:-

to approve the recommendation.

SUPPLEMENTARY WORK PLAN – SOCIAL CARE - HSCP.22.098 - EXEMPT APPENDICES

17. The Board had before it the exempt appendices in respect of this item, as approved at Article 13 of this minute.

The Board resolved:-

to note that the recommendations had been approved at Article 13.

IJB MEETING - 31 JANUARY 2023

18. The Board had before it the date of the next meeting:

31 January 2023, at 10am

The Board resolved:-

to note the date of the next meeting.



Risk, Audit and Performance Committee

Minute of Meeting

**Thursday, 17 November 2022
10.00 am Virtual - Remote Meeting**

ABERDEEN, 17 November 2022. Minute of Meeting of the RISK, AUDIT AND PERFORMANCE COMMITTEE. Present:- Councillor Martin Greig Chairperson; and Councillor John Cooke, June Brown (from Article 5), Luan Grugeon, John Tomlinson, Jamie Dale, Alison MacLeod and Paul Mitchell.

Also in attendance: Martin Allan, Sandra Borthwick, Danielle Elliot, John Forsyth, Vicki Johnstone, Graham Lawther, Sandy Reid and Amy Richert.

Apologies: Sandra MacLeod and Shona Omand-Smith.

The agenda and reports associated with this minute can be found [here](#).

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DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

1. Members were requested to intimate any declarations of interest or connections in respect of the items on the agenda.

The Committee resolved:-

to note that there were no Declarations of Interest or Transparency Statements intimated.

EXEMPT BUSINESS

2. There was no exempt business.

MINUTE OF PREVIOUS MEETING OF 9 AUGUST 2022

3. The Committee had before it the minute of its previous meeting of 9 August 2022, for approval.

The Committee resolved:-

to approve the minute as a correct record.

RISK, AUDIT AND PERFORMANCE COMMITTEE

17 November 2022

BUSINESS PLANNER

4. The Committee had before it the Committee Business Planner.

The Committee resolved:-

- (i) to approve that line 40 - Audited Accounts be removed from the Risk, Audit and Performance Planner as these would be presented to the Integration Joint Board on 10 October 2023; and
- (ii) to otherwise note the content of the Planner.

DIRECTIONS TRACKER - HSCP.22.089

5. The Committee had before it a report presenting a six-monthly update on the status of Directions made by the Integration Joint Board to Aberdeen City Council and NHS Grampian. Members heard that this was the first update in the new format which had been agreed by members at the Risk, Audit and Performance Committee on 23 June 2022.

The report recommended:-

that the Committee note the updates in Appendix A of the report.

The Committee resolved:-

to agree the recommendation.

STRATEGIC RISK REGISTER - HSCP.22.096

6. The Committee had before it a report presenting the most up-to-date versions of the Strategic Risk Register containing a “deeper dive” on the risks relating to finances and workforce.

Martin Allan – Business Manager, ACHSCP, presented the report. The Chief Finance Officer spoke in furtherance of the report and responded to questions from Members.

The report recommended:-

that the Committee note and comment on the Strategic Risk Register and the “deeper dive” on the risks on finance and workforce.

The Committee resolved:-

- (i) to instruct the Chief Finance Officer to provide an update to the Committee regarding any savings following the next meeting of the Senior Leadership Team;
- (ii) to note that a date for a Risk Register Workshop would be identified; and

RISK, AUDIT AND PERFORMANCE COMMITTEE

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- (iii) to otherwise note the Strategic Risk Register and the “deeper dive” on the risks on finance and workforce.

INTERNAL AUDIT UPDATE REPORT - HSCP.22.092

7. The Committee had before it the Internal Audit Update Report prepared by the Chief Internal Auditor, providing an update on Internal Audit’s work including progress against the approved Internal Audit plans, audit recommendations follow up, and other relevant matters.

Jamie Dale - Chief Internal Auditor, spoke to the report advising members that one audit report had been finalised, two audits were currently in progress and nine audit recommendations had been closed off, with only one currently outstanding.

Mr Dale reported that over the coming months, Internal Audit would complete the process for developing the 2023-26 Assurance Plan.

The report recommended:-

that the Committee:

- (a) note the content of the RAPC - Internal Audit Update Report November 2022 (“the Internal Audit Update Report”), as appended at Appendix A of the report, and the work of Internal Audit since the last update;
- (b) note the progress against the approved 2021-22 and 2022-23 Internal Audit plans as detailed in the Internal Audit Update Report;
- (c) note the progress that management had made with implementing recommendations agreed in Internal Audit reports as outlined in the Internal Audit Update Report; and
- (d) note the approach to be taken for the 2023-26 audit planning process as highlighted in the Internal Audit Update Report.

The Committee resolved:-

to approve the recommendations.

INTERNAL AUDIT - CARE MANAGEMENT - HSCP.22.095

8. The Committee had before it the Internal Audit Report on Care Management prepared by the Chief Internal Auditor, presenting the outcome from the planned audit of Care Management that was included in the Internal Audit Plan for Aberdeen City Council.

Jamie Dale - Chief Internal Auditor, presented the report and responded to question from Members.

RISK, AUDIT AND PERFORMANCE COMMITTEE

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The report recommended:-

that the Committee review, discuss and comment on the issues raised within the report.

The Committee resolved:-

to note the information provided.

FINANCIAL REGULATIONS REVIEW - HSCP.22.093

9. The Committee had before it a report on the Review of Financial Regulations providing an update on the Chief Finance Officer's review of the Integration Joint Board's Financial Regulations.

Paul Mitchell – Chief Finance Officer, ACHSCP, advised Members that there were two main changes as outlined at section 3.5 of the report in respect of committee name and Insurance arrangements.

The report recommended:-

that the Committee approve the revised Financial Regulations as attached at Appendix A of the report.

The Committee resolved:-

to approve the recommendation.

STRATEGIC DELIVERY PLAN DASHBOARD - HSCP.22.094

10. The Committee had before it the Strategic Delivery Plan Dashboard providing information regarding the progress being made on the Delivery Plan as outlined within the Strategic Plan for 2022-2025.

Alison MacLeod - Strategy and Transformation Lead, ACHSCP, presented the report and responded to questions from Members regarding delayed discharge, SOARS and Hospital at Home.

The report recommended:-

that the Committee note the Quarter 2 Delivery Plan Overview and Dashboard as appended to the report.

The Committee resolved:-

to approve the recommendation.

RISK, AUDIT AND PERFORMANCE COMMITTEE

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ANNUAL PERFORMANCE REPORT - HSCP.22.097

11. The Committee had before it the ACHSCP Annual Performance Report.

Alison MacLeod - Lead for Strategy and Transformation, ACHSCP, advised Members that the report had been approved for publication by the Integration Joint Board on 30 August 2022 and was now remitted to the Committee to determine whether any of the performance reported required further scrutiny.

The report recommended:-

that the Committee:

- (a) note the content of the Aberdeen City Health and Social Care Partnership Annual Performance Report 2021-2022, as attached at Appendix A of the report; and
- (b) note the work and progress of the Aberdeen City Health and Social Care Partnership through 2021-2022.

The Committee resolved:-

to approve the recommendations.

DATE OF NEXT MEETING

12. The Committee had before it the dates for future meetings, all at 10am:

- 28 February 2023
- 2 May 2023
- 13 June 2023
- 19 September 2023
- 28 November 2023
- 23 January 2024
- 26 March 2024

The Board resolved:-

to note the future meeting dates.

- **COUNCILLOR MARTIN GREIG, Chair**

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A	B	C	D	E	F	G	H	I	J
INTEGRATION JOINT BOARD BUSINESS PLANNER - The Business Planner details the reports which have been instructed by the Board as well as reports which the Functions expect to be submitting for the calendar year.									
Date Created	Report Title	Minute Reference/Committee Decision or Purpose of Report	Report Number	Report Author	Lead Officer / Business Area	ORGANISATION ACHSCP/ACC/NHSG	Update/Status	Delayed/ Deferred or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
31 January 2023									
Standing Item	Video Presentation	To note the regular video presentation from a choice of partner organisations							
Standing Item	Chief Officer Report	To note the regular update from the Chief Officer	HSCP.23.008	Kay Diack	Chief of Staff	ACHSCP			
07.06.22	Carers' Strategy	To seek approval of the final version of the Carers' Strategy.	HSCP.23.003	Alison MacLeod / Amy Richert	Strategy and Transformation Team	ACHSCP			
09.01.2023	Grant Funding to Counselling Services	To seek approval to direct Aberdeen City Council (ACC) to extend grant funding arrangements.	HSCP.23.005	Shona Omand-Smith	Commissioning Lead	ACHSCP			
Standing Item	Annual Procurement Workplan 2023/2024	To present the Annual Procurement Work Plan for 2023/24 for expenditure on social care services, together with the associated procurement Business Cases, for approval.	HSCP.23.002	Neil Stephenson	Procurement Lead	ACC			
17.01.23	Aberdeen Vaccination Centre	To seek authority for the Chief Officer to take any necessary steps to secure appropriate accommodation for the provision of vaccinations in the city	HSCP.23.007	Sandy Reid	People and Organisation	ACHSCP			
07.12.22	Recommissioning of Self Directed Support Direct Payment Pre-Paid Cards provision	To seek approval to issue a tender for the provision of pre-paid cards as the current contract expires in July 2023.		Kevin Toshney	Planning and Development	ACHSCP		T	This is being considered with the other Business Cases within the Annual Procurement Workplan report on 31 January 2023.
10.03.22	Mental Health and Learning Disabilities	To provide the Board with updates on any variation to the hosting of MHL D services by the city.		Paul Mitchell	Chief Finance Officer		At Budget on 10 March 2022, Board agreed to note that in respect of article 3.14 on page 64 of the report (specialist Mental Health and Learning Disabilities (MHL D) Services) it was recommended that the transitional period be extended to March 2023 and if anything were to vary with this matter, the Chief Finance Officer would bring a specific report back to the Board	T	To be included in CFO Medium Term Financial Framework monitoring report at Budget on 28 March 2023.
28.04.22	Analogue to Digital telecare	To seek approval from the IJB for funding, and update on the progress of the project	n/a	Pete McAndrew /Nadir Freigoun / Valerie Taylor	Strategy and Transformation Team	ACHSCP	IJB agreed on 11 October 2022 to defer to IJB on 31st January 2023. The purpose of the report was amended to include funding approval. More time is required to confirm funding requirements. For the meantime, update to be provided via Chief Officer report.	R	A decision on funding is not required by 31 January 23. It would be prudent for any financial commitment to be made in the context of the IJB's consideration of its annual budget at the meeting on 28 March 2023.
23.03.2021	Integration Joint Board Membership	To reconsider any changes to arrangements by report to the IJB prior to 31 March 2023.		Clerk	Chief Officer	ACHSCP		T	The Scheme of Governance review being presented to IJB on 25 April 2023 encompasses these arrangements.
01.12.22	Inpatient, Specialist Services and CAMHS report for the Mental Health and Learning Disability Service	To note the review of the previous 12 months in the Mental Health and Learning Disability, Inpatient Specialist Service and CAMHS. Detail will be provided on topics such as the challenges, successes, audits, complaints, and adverse events.	HSCP.23.004	Kathryn Kinnear	Service Manager, RCH	ACHSCP		D	This report is being deferred to the IJB scheduled for 25 April 2023. This will create additional time for engagement and consultation with Moray and Aberdeenshire Health and Social Care Partnerships given their interest in the hosted services.
13.10.22	Creating Hope Together: Scotland's Suicide Prevention Strategy and Action Plan	To note the recently published national Suicide Prevention Strategy & Action Plan and to provide assurance on activities locally.		Kevin Dawson	Strategy and Transformation Team	ACHSCP		D	Kevin Dawson advises deferred to 25 April 2023
28 March 2023 (Budget)									
Standing Item	Chief Officer Report	To provide a regular update from the Chief Officer		Kay Diack	Chief of Staff	ACHSCP			
Standing Item	Video Presentation	To note the regular video presentation from a choice of partner organisations							
	Integration Joint Board Budget	To approve the Budget		Paul Mitchell	Chief Finance Officer	ACHSCP			
Standing Item	Medium Term Financial Framework - 2023/24	To provide an update on the final levels of funding delegated by Aberdeen City Council and NHS Grampian for health and social care activities in 2023/24 and to seek final approval of the medium-term financial framework.		Paul Mitchell	Chief Finance Officer	ACHSCP			

INTEGRATION JOINT BOARD BUSINESS PLANNER - The Business Planner details the reports which have been instructed by the Board as well as reports which the Functions expect to be submitting for the calendar year.									
Date Created	Report Title	Minute Reference/Committee Decision or Purpose of Report	Report Number	Report Author	Lead Officer / Business Area	ORGANISATION ACHSCP/ACC/NHSG	Update/Status	Delayed/ Deferred or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
26	Grant Funding to Counselling Services	To advise the Board of grant funding requirements for the financial year 2023/2024 to grant funded organisations - and to inform the Board of preliminary and proposed work to review the service activity and ensure it is aligned to the whole system service provision across Aberdeen City.		Shona Omand-Smith	Commissioning Lead	ACHSCP		R	Being presented to IJB on 31 January 2023
27	Standing Item	Annual Resilience report - Inclusion of Integration Joint Boards as Category 1 Responders under Civil Contingency Act 2004		Martin Allan	Business Lead	ACHSCP	On 23.03.21, IJB resolved :- (iii)to instruct the Chief Officer to bring a report, annually, providing assurance on the resilience arrangements in place to discharge the duties on the IJB under the 2004 Act	T	This is an annual report and was last considered at IJB on 7 June 2022. Transfer to 25 April 2023.
28	25.05.2021	Community Nursing Digitalisation		Michelle Grant / Craig Farquhar	Chief Officer	ACHSCP	June 2022 - Strategic Plan Delivery Plan outline timeline for development and evaluation of this project to Spring 2023. Report deferred to 28 March 2023.	T	Transfer to 25 April 2023.
29		Neuro Rehab Strategic Review and Implementation Plan		Grace Milne/Jason Nicol	Head of Service Specialist Older Adults and Rehabilitation Services			T	Outline draft expected end of March 2023, to come to next IJB after that. Transfer to 25 April 2023.
30	04.11.22	Scheme of Governance review		Jess Anderson/John Forsyth/Vicki Johnstone	Governance	ACC		T	Transfer to 25 April 2023.
31	30.11.22	Biennial Progress report on delivery of our Equality Outcomes and Mainstreaming Framework		Alison Macleod	Strategy and Transformation Team	ACHSCP		T	Transfer to 25 April 2023.
32	24.08.21	Rosewell House - evaluation report		Sarah Gibbon	Project Manager	ACHSCP	Rosewell House - Options Appraisal and Recommendations - HSCP.21.088 (IJB 24/08/21) instruct the Chief Officer, to bring a full evaluation report of the service being delivered at Rosewell House to the IJB board in March 2023;	D	Proposal to defer to August 2023 to allow a full year between the interim and final evaluations, giving more time to embed the recommendations from the first evaluation.
Additional Meeting - 25 April 2023 - to consider all non Budget and MTF Business from 28 March 2023									
34	17.01.2023	Primary Care Improvement Plan (PCIP) Governance		Jess Anderson	Governance	ACC			
6 June 2023									
36	Standing Item	Chief Officer Report		Kay Diack	Chief of Staff	ACHSCP			
37	Standing Item	Video Presentation							
38		IJB Scheme of Governance Annual Review		John Forsyth	Solicitor ACC	ACHSCP			
39	09.09.2022	Strategic Risk Register & Revised Risk Appetite Statement	HSCP22.083	Martin Allan	Business Lead	ACHSCP			
22 August 2023									
41	Standing Item	Chief Officer Report		Kay Diack	Chief of Staff	ACHSCP			
42	Standing Item	Video Presentation							
43		ACHSCP Annual Report		Alison MacLeod / Amy Richert	Lead Strategy and Performance Manager				
44	16.08.22	Fast Track Cities		Daniela Brawley / Lisa Allerton					Last presented to IJB on 30 August 2022. This is an annual report.
45	Standing Item	Equalities and Equalities Outcomes		Alison Macleod	Lead Strategy and Performance Manager	ACHSCP	Went to RAPC on 01/03/22 and to IJB on 30 August 2022.		
46	12.12.22	Rosewell House - evaluation and recommendation report		Sarah Gibbon/Fiona Mitchelhill	Transformation Team	ACHSCP			
10 October 2023									

A	B	C	D	E	F	G	H	I	J
INTEGRATION JOINT BOARD BUSINESS PLANNER - The Business Planner details the reports which have been instructed by the Board as well as reports which the Functions expect to be submitting for the calendar year.									
Date Created	Report Title	Minute Reference/Committee Decision or Purpose of Report	Report Number	Report Author	Lead Officer / Business Area	ORGANISATION ACHSCP/ACC/NHSG	Update/Status	Delayed/ Deferred or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
48	Standing Item	Audited Accounts		Paul Mitchell	Chief Finance Officer	ACHSCP	Expected September/October 2023		
49	26.07.2022	Complex Care Market Position Statement		Jenny Rae / Kevin Dawson	Strategy and Transformation Team	ACHSCP			
50		Climate Change Project and Reporting		Sophie Beier	Strategy and Transformation Team	ACHSCP			
5 December 2023									
52	Standing Item	Chief Officer Report		Kay Diack	Chief of Staff	ACHSCP			
53	Standing Item	Video Presentation							
54									
6 February 2024									
56	Standing Item	Chief Officer Report		Kay Diack	Chief of Staff	ACHSCP			
57	Standing Item	Video Presentation							
58	17.01.2023	Grant Funding		Shona Omand-Smith	Commissioning Lead	ACHSCP			
59	Standing Item	Annual Procurement Workplan 2024/2025		Neil Stephenson	Procurement Lead	ACC			
2 April 2024 (Budget)									
61	Standing Item	Chief Officer Report		Kay Diack	Chief of Staff	ACHSCP			
62	Standing Item	Video Presentation							
63		IJB Budget		Paul Mitchell	Chief Finance Officer	ACHSCP			
TBC Future Meetings									
65	29.11.2022	Marywell Service Redesign Business case		Susie Downie / Emma King / Teresa Waugh	Primary Care Leads	ACHSCP	Expected April/May/June 2024		
66									

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Seminars/Workshops				
	Purpose	Timescale	Lead Officer	Update
Planned Sessions				
Carers' Strategy Workshop	Briefing following end of consultation period (31.12.22)	17-Jan-23	Stuart Lamberton/Amy Richert	Beach Ballroom 1-2.30pm on 17 January 2023.
Dates to be Identified				
Mental Health	How to help further the health and wellbeing agenda through mental wellbeing.	to be rescheduled	Jane Fletcher/Kevin Dawson	Postponed from 7 November 2022
Population Health	To introduce IJB members to (i) the Population Health approach; and (ii) the newly created Population Health Committee within NHS Grampian and its relationship with the IJB.	to be rescheduled	Phil Mackie	Postponed from 7 November 2022
Population Health - Sport Aberdeen	How to help further the health and wellbeing agenda through sport and activity.		Alison MacLeod/Sport Aberdeen	
BOOM Board Session	Ongoing: helping to get the 'Best of out me'		Jason Nicol	
Delivery Plan and Key Metrics (including Strategic Objectives)	Review of progress, share data / 'show case' progress areas / conversational and questions		Alison Macleod	Postponed from 7 November 2022
GP Sustainability		TBC	Emma King/Susie Downie	
Procurement (Fair and Transparent)		Feb/March 2023	Neil Stephenson/Shona Omand-Smith	To be taken with Ethical Commissioning
Ethical Approach to Commissioning]		Feb/March 2023	Shona Omand-Smith/Neil Stephenson	To be taken with Procurement
Strategic Intent			Sandra Macleod	
Neuro Rehabilitation	To provide information in order to assist Members with the decision on the Neuro Rehabilitation Pathway expected in 2023 as per the IJB Business Planner	Feb/March 2023	Jason Nicol	
Climate Change Awareness	To provide Members with further information on climate awareness following the report to IJB on 29 November 2022.	Mar-23	Sophie Beier/Rachel Flett	
Previous Sessions				
Primary Care – lessons learned/benefits of 2 C Redesign		13-Jul-22	Susie Downie	Completed; virtual workshop 13 July 2022.
Risk		15-Aug-22	Martin Allan	Completed; workshop at Beach Ballroom 15 August 2022.
National Care Service - Call for Views		30-Aug-22	Alison MacLeod	Completed; virtual workshop following IJB 30 August 2022.
ADP		20-Sep-22	Simon Rayner	Completed; Workshop at Beach Ballroom on 20 September 2022
Culture		20-Sep-22	Jason Nicol	Completed; Workshop at Beach Ballroom on 20 September 2022
Governance		20-Sep-22	Fraser Bell	Completed; Workshop at Beach Ballroom on 20 September 2022.
2C Story so far		11 October 2022	Emma King/Susie Downie	Completed; virtual workshop following IJB 11 October 2022.
IJB Induction Recap		07 November 2022	Jason Nicol/Fraser Bell	Completed; Workshop at Beach Ballroom on 7 November 2022
BOOM Board Session		07 November 2022	Jason Nicol	Completed; Workshop at Beach Ballroom on 7 November 2022 but to continue with further participants

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INTEGRATION JOINT BOARD

Date of Meeting	31 January 2023
Report Title	Chief Officer's Report
Report Number	HSCP.23.008
Lead Officer	Sandra MacLeod
Report Author Details	Name: Kay Diack Job Title: Chief of Staff Email Address: kdiack@aberdeencity.gov.uk Phone Number: 07778 872309
Consultation Checklist Completed	Yes
Directions Required	No
Appendices	None

1. Purpose of the Report

- 1.1. The purpose of the report is to provide the Integration Joint Board (IJB) with an update from the Chief Officer.

2. Recommendations

- 2.1. It is recommended that the IJB note the detail contained in the report.

3. Summary of Key Information

3.1. Local Updates

Staff Wellbeing

- Significant amounts of winter safety items have recently been distributed to our staff and partners. These are particularly popular during ice/snow and demonstrate proactive practical support.



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- Some Christmas Hampers were distributed to staff across various city locations, thanking staff for their hard work during the year. These were very well received.
- Multiple opportunities for free complimentary therapies continue to be offered, and these will increase in next few months with sessions provided by NESCol students.
- Discussions have commenced with Chief Finance Officer to establish a recurring budget for staff well-being, and this will form part of budget setting process.

Complex Care

The Complex Care Strategic Business Case was approved by Aberdeen City Council's Finance and Resource Committee on 7 December 2022. The purpose of this report was to provide details of the intended strategic direction for provision of complex care accommodation in the City. Officers are now working on an Outline Business Case for the same Committee on 29 March 2023.

GIRFE (Getting It Right For Everyone)

GIRFE is a multiagency approach of support from young adulthood to end of life. The Scottish Government's Care and Wellbeing Portfolio has an intention that people in Scotland will live more years in good health, with a reduction in the gap in equality in healthy life expectancy.

Within this, the Preventative and Proactive Care (PPC) programme has been established to support people to keep well by being more focused on what we can do to prevent issues and offer earlier proactive support. One of the dedicated work streams in the PPC programme is Getting It Right For Everyone.

Scottish Government requested applications from all HSCP's across Scotland to apply to become Pathfinders in one or more of the following areas:

1. People in Prison
2. People in Addiction Services
3. Older people and frailty
4. Families with multiple and or complex needs including people progressing from GIRFEC to GIRFE
5. People registered at Deep end GP Practices



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Aberdeen City have been selected as one of 11 successful areas and will work on Older People and Frailty and GIRFEC to GIRFE pathways. A series of design workshops will be held over next few months to help shape the design of the pathfinder work. There is no additional funding available to support this piece of work, so the work will be based on projects and pieces of work which are already commenced or about to start. Being a pathfinder will enable Aberdeen City to showcase all the great work we already do to in a collaborative and co-produced way but will help us refine our approach and share learning across Scotland with the other pathfinder areas, including Aberdeenshire and Angus. It will also enable Aberdeen to engage directly with Scottish Government colleagues and influence policy development for the future.

New Arrangements for Enhanced Collaborative Clinical and Care Support for Care Homes

On 14th December 2022 new advice was issued from Scottish Government in relation to how the Care Home and Care at Home oversight groups operate. In 2020 there was a request from Government that Care Home oversight groups were established to support the sector deal with the pressures of the newly evolving pandemic. The advice letter recommends that there is continued enhanced support for adult and older people's care homes to support the sector as it emerges from the pandemic and as it deals with the current pressures.

There are a number of recommendations which include:

Changing the name of the group and removing the oversight element of the name. The group will now be called Collaborative Care home support team.

A move towards a collaborative improvement approach in line with the My Health, My Care, My Home – Health care framework for adults living in care homes and the Health and Social Care Standards.

There is an ongoing duty to respond to serious concerns and report to the regulator who will consider the next steps. The group will work with the Care Inspectorate where there are concerns about a service to guide improvement with a multi-agency action plan.



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Where a Care Home needs mutual aid from NHS boards then this would fall under the scope of the Clinical Negligence and other Risks Indemnity Scheme. Care Homes are people's homes and are not clinical settings. However, there must be assurance that there are clinical standards and quality of care in the context of Excellence in Care which is a national approach to ensure people receive a consistent standard of care, no matter where they live. The Care Home Support Team will monitor the viability of the Care Home as far as practicable and will be supported by the planning and commissioning teams.

There are specific asks that the Care Home Support Team develop pathways for escalating serious concerns, review Care Home viability including workforce and financial risks, refreshed contingency planning for care home closures, monitoring of bed use via the Safety huddle tool, support the sector to self-assess their service against the healthcare framework and identify areas which can be supported for improvement and develop a local plan to implement the healthcare framework and quality management framework approach based on the Health and Social care standards.

The local Care Home Support Team have established a supportive relationship with the sector and Scottish Care Colleagues and have been working through the advice letter with the providers to ensure that they are well supported and that both the IJB and Government Ministers can be assured of the quality care provided in Care Homes across Aberdeen City.

Community Empowerment

Community Planning Aberdeen Board approved a new Community Empowerment Strategy on 30 November 2022 which will see partner organisations striving to ensure all communities across the City have the opportunity to be equal community planning partners. Members can [access the full document here](#)

As part of the joint locality planning arrangements approved by the IJB on 1st December 2020, Officers from ACHSCP were involved in the development of the strategy ensuring it is aligned to the IJB's approach. There are seven new improvement projects within the within the strategy, all of which contribute to Integration Principle 10 – that health and social care services are planned and led locally, in a way which is engaged with the community.

1. Increase the Response Rate of Aberdeen City Voice Panel



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2. Ensure we are Involving Children and Young People in Decision Making
3. Support Testing of Community Ideas
4. Improve Opportunities for Community Participation in Community Planning
5. Support Communities to access Funding for Community Led Projects
6. Celebrate and Promote Community Led Projects
7. Capacity Building for Communities and Staff

One of the projects in the IJB Strategic Delivery Plan is to “Develop the membership and diversity of our LEGs” and improvement project 4 will be closely linked to that. IJB approved Guidance for Public Engagement, Equality and Human Rights on 24th August 2021. This guidance was based on Community Planning Aberdeen’s Engagement, Participation and Empowerment Strategy. The guidance will be reviewed in light of the new Community Empowerment Strategy and updated accordingly.

3.2. Regional Updates

Workforce Plan

Following approval of our Workforce Plan at the previous IJB meeting, work has commenced on its implementation. A Delivery Group has now been established and its first meeting considered issues such as digitisation; further empowering staff; more active recruitment; culture change and staff retention. Group members have been tasked to consider measurable actions that can be monitored in the first year.

North East Partnership Steering Group Update

The meeting of the 3 IJB Chairs and Vice Chairs with colleagues from across Grampian to discuss whole system issues took place on the 20th January, where a presentation was provided on the Frailty Pathway. We agreed to explore in more detail at the next session specific workforce the pressures around this area. In addition, it was agreed that we will discuss hosted inpatient Mental Health and Learning Disability services at the next NEPSG meeting in March, prior to a report coming to the IJB for approval.

3.3. National Updates

Current State of National Demand

The Health and Social Care system is continuing to face significant demand for services. To help address this demand, there is a renewed focus to



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increase capacity within the system. Locally, this includes a focus on increasing the number of interim beds in the City, increasing capacity within Hospital at Home, reviewing the model for medical cover in care settings within the City and addressing unmet need in the City. This should help the system through a variety of means including through a reduction of the demand on Aberdeen Royal Infirmary and by facilitating the rate of discharge from a hospital setting where it is appropriate to do so. The impact of local initiatives will be monitored to help enable further improvement.

4. Implications for IJB

- 4.1. **Equalities, Fairer Scotland and Health Inequality** - There are no implications in relation to the IJB's duty under the Equalities Act 2010 and Fairer Scotland Duty.
- 4.2. **Financial** - There are no immediate financial implications arising from this report.
- 4.3. **Workforce** - There are no immediate workforce implications arising from this report.
- 4.4. **Legal** - There are no immediate legal implications arising from this report.
- 4.5. **Covid-19** – There are no immediate Covid-19 implications arising from this report.
- 4.6. **Unpaid Carers** - There are no implications relating to unpaid carers in this report.
- 4.7. **Other** - There are no other immediate implications arising from this report.

5. Links to ACHSCP Strategic Plan

- 5.1. The Chief Officer's update is linked to current areas of note relevant to the overall delivery of the Strategic Plan.



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6. Management of Risk

6.1. Identified risks(s)

The updates provided link to the Strategic Risk Register in a variety of ways, as detailed below.

6.2. Link to risks on strategic or operational risk register:

- 3 There is a risk that relationship arrangements between the IJB and its partner organisations (Aberdeen City Council & NHS Grampian) are not managed to maximise the full potential of integrated & collaborative working. This risk covers the arrangements between partner organisations in areas such as governance; corporate service; and performance.
- 4 There is a risk of reputational damage to the IJB and its partner organisations resulting from complexity of function, delegation and delivery of services across health and social care.

6.3. How might the content of this report impact or mitigate these risks:

The Chief Officer will monitor progress towards mitigating the areas of risk closely and will provide further detail to the IJB should she deem this necessary.

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Date of Meeting	31 January 2023
Report Title	ACHSCP Carers Strategy
Report Number	HSCP23.003
Lead Officer	Alison Macleod (Strategy and Transformation Lead)
Report Author Details	Name: Amy Richert Job Title: Transformation Programme Manager Email Address: arichert@aberdeencity.gov.uk Phone Number: 07970065991
Consultation Checklist Completed	Yes
Directions Required	No
Appendices	Appendix A – Engagement and Consultation Report Appendix B - Aberdeen City Carers Strategy 2023 - 2026 Full version (Graphics copy) Appendix C – Aberdeen City Carers Strategy 2023 - 2026 Summary version (non-graphics copy) Appendix D – Aberdeen City Carers Strategy 2023 - 2026 Action Plan Appendix E – Stage 3 Health Inequalities Impact Assessment (HIIA)

1. Purpose of the Report

- 1.1. The purpose of this report is to present the final version of the Aberdeen City Carers Strategy 2023 - 2026 following the draft report going out for a period of public consultation. The consultation period ran from 12th October 2022 to 31st December 2022.



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2. Recommendations

2.1. It is recommended that the Integration Joint Board:

- a) Approve the final full version of the Aberdeen City Carers Strategy 2023 - 2026 (as attached at Appendix B),
- b) Approve the final summary version of the Aberdeen City Carers Strategy 2023 - 2026 (as attached at Appendix C)
- c) Approve the publishing of an easy-read version of the Aberdeen City Carers Strategy 2023 - 2026 as part of the launch of all documents.
- d) Approve the Aberdeen City Carers Strategy 2023 – 2026 Action plan (attached as Appendix D).
- e) Approve the Engagement and Consultation overview of the Aberdeen City Carers Strategy 2023 - 2026 (attached Appendix A).
- f) Instruct the Chief Officer of the IJB to coordinate a launch period to promote the Strategy.
- g) Instruct the Chief Officer of the IJB to report back on progress with the Carer Strategy and Action Plan annually.

3. Summary of Key Information

3.1. [The Carers \(Scotland\) Act 2016 \(the “2016 Act”\)](#) places a duty on local authorities and health boards to prepare and publish a local carers strategy. Our version covers both adults and young carers. The duty to prepare local carer strategies is delegated to Integration Joint Boards under the Public Bodies (Joint Working) (Prescribed Local Authority Functions etc.) (Scotland) Amendment (No. 2) Regulations 2017 and the Public Bodies (Joint Working) (Prescribed Health Board Functions) (Scotland) Amendment Regulations 2017. On 27 March 2018 the IJB approved Aberdeen City’s Carers Strategy ‘[A Life Alongside Caring](#)’. The strategy was for three-years ending March 2021. The COVID-19 pandemic had a significant impact on the ability of the Aberdeen City Health and Social Care Partnership (ACHSCP) to review the Strategy in line with the original timeline to March 2021. A desktop review of the existing strategy was completed and on 6th July 2021 the IJB agreed to extend the lifespan of the existing Carers Strategy to March 2022, and this was subsequently extended to October 2022.



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- 3.2.** The Aberdeen City Carers Strategy will run from Jan 2023 – December 2026 (“the Strategy”). It is accompanied by an Action Plan which will be continuously reviewed. New actions may be added following completion of other actions or as a result of national policy requirements or identified local demands.
- 3.3.** The 2016 Act provides a definition of a carer. This is someone who provides or intends to provide care for another individual. An adult carer is defined as a carer who is at least 18 years old but is not a young carer. A young carer is defined as a carer who is under 18 years old or has attained the age of 18 years while a pupil at a school, and has since attaining that age remained a pupil at that or another school. The definition of a carer excludes paid carers, for example those working for a care agency, and Volunteers. For this reason, the carers to whom the 2016 Act refers are often referred to as ‘unpaid carers’ to provide this distinction. Other exclusions include Foster carers and parents of dependent children. The Statutory guidance for the 2016 Act states that, “parents of dependent children with additional care and support needs can still be ‘carers’ to the extent that the care is or would be provided by virtue of something other than the child’s age”, therefore parent carers are referred to within the Strategy where this circumstance applies. For ease of reading the term ‘Carers’ is used throughout the Strategy with the above explained in the ‘Who are Carers?’ section.
- 3.4.** The 2016 Act outlines specific areas which are to be included within a local carer strategy. These are listed below along with the relevant section within the Strategy where these are addressed. It is likely that an additional requirement will be brought via the National Care Service (Scotland) Bill which recommends the ‘right to a break’ for Carers. Consideration of this is included within the Strategy.

Local Carer Strategy Checklist	ACHSCP Strategy relevant section
<ul style="list-style-type: none"> Plans for identifying relevant carers and obtaining information about the care they provide, or intend to provide, to cared-for persons in the local authority's area 	Priority 1



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Local Carer Strategy Checklist	ACHSCP Strategy relevant section
<ul style="list-style-type: none"> • An assessment of the demand for support to relevant carers • Support available to relevant carers in the authority's area from - <ul style="list-style-type: none"> ○ the authority, ○ the relevant health board, ○ any other persons and organisations that the authority and health board consider appropriate • An assessment of the extent to which demand for support to relevant carers is currently not being met • Plans for supporting relevant carers • Plans for helping relevant carers put arrangements in place for the provision of care to cared-for persons in emergencies, • an assessment of the extent to which plans for supporting relevant carers may reduce any impact of caring on relevant carers' health and wellbeing, • the intended timescales for preparing adult carer support plans and young carer statements. • information relating to the particular needs and circumstances of young carers. 	<p>Who are Carers? (Page 14)</p> <p>Commissioned Carers Support services in Aberdeen (Page 12) Priority 2 & 4</p> <p>Who are Carers? Priority 1,2,3, 4 & Action Plan</p> <p>Priority 3</p> <p>Priority, 2,3 & 4</p> <p>Priority 3</p> <p>Carers Support services in Aberdeen Priority 2 & 4</p>



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- 3.5.** Strategy development has been supported by a Carers Strategy Implementation Group (CSIG) who meet regularly to review actions and work together in the development of carers support in Aberdeen City. This group will continue to meet to implement and monitor the Action Plan for the next 3 years.
- 3.6.** In Aberdeen City there were 803 carers known to our Adult Carer Support Service and 135 young carers known to our Young Carer Support service in August and September 2022. The 2011 Census estimated that there were 222,793 people living in Aberdeen and that 15,571 are Carers. With 6,229 stating that they provide more than 20 hours of unpaid care per week. The Scottish Health Survey (SHeS) presents that 11% of Aberdeen's population identify as a Carer. This is lower than the national average of 15%. This would take us to a figure of 24,500. Of these numbers there are estimated to be approximately 2000 Young Carers.
- 3.7.** There is therefore a gap between the estimated number of people who are acting as carers in Aberdeen and those known to us although it is acknowledged that not all unpaid carers wish to be recognised as such or wish to register for support. The unpaid caring role is often a journey with support being sought when a crisis point is reached. Whilst we are mindful that each caring role is individual, we are committed to increasing awareness of the support available to unpaid carers and encouraging more of them to come forward for this.
- 3.8.** The Strategy outlines 4 Strategic Priorities.
- Identifying as a Carer and the first steps to support
 - Accessing advice and support
 - Supporting future planning, decision making and wider Carer involvement
 - Community support and services for Carers
- 3.9.** The Strategy is accompanied by an Action Plan which highlights currently identified actions. This is intended to be a live document with new actions being added as they are identified. The CSIG are considering ways to ensure that this is kept up to date in the public domain.



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3.10. The Draft Strategy was presented to the IJB on 11th October 2022. The IJB resolved;

- To note that there would be a period of consultation on the draft Strategy;
- To agree that this period would run until 31st December 2022;
- To instruct the Chief Officer to present the final version of the Aberdeen City Carer Strategy for approval at the IJB meeting on 31st January 2023; and
- To instruct the Chief Officer to report to the IJB on 31st January 2023 on how the ACHSCP worked to identify all carer groups that require to be consulted including those not known to the Partnership, and to evidence engagement and opportunities to participate in the consultation.
- Furthermore to demonstrate that monitoring of the Year 1 Plan would detail any improvements.

Progress on these is demonstrated in the section 4 below, 'Overview of Consultation period', in the 'Engagement and Consultation report' at Appendix A and with additions to the Action Plan to outline year 1 improvements as attached at Appendix E.

4. Overview of Consultation Period

- 4.1.** Appendix A provides a detailed overview of Engagement and Consultation which has taken place to inform the development of this Strategy. This has taken a phased approach with Engagement taking place between July 2021 and October 2022. This feedback was then used to inform the content of the draft Strategy which was presented to IJB in October 2022.
- 4.2.** Subsequent to the draft being presented to the IJB the Care Inspectorate published their [Inquiry into Adult Carer support services](#). ACHSCP were one of five Health and Social Care Partnerships who participated in the Inquiry and their overall recommendations, and the Aberdeen City specific feedback, has been incorporated into our intelligence for finalising this Strategy.



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4.3. The Scottish Government published their [National Carer Strategy](#) in December 2022 this highlights five themes for developing Carers support which have been reviewed against our four priorities;

- Living with COVID
- Valuing, recognising and supporting Carers
- Health and social care support
- Social and Financial inclusion
- Young Carers

We are confident that we our Strategy is reflective of the National Strategy and will continue to link in with national developments in carers support and services for the benefit of those who are caring in Aberdeen City.

4.4. On 11th October 2022 the IJB agreed that the period of consultation would run until 31st December 2022.

4.5. The consultation was widely promoted on social media, through partner networks and in public spaces, e.g., libraries and Vaccination Centres. Targeted promotion was also sent to a range of third sector groups as identified by IJB members.

4.6. Consultation activities which took place include;

- Public Consultation Survey on Citizen Space
- Open Consultation Events (In person and online)
- Targeted promotion of the Consultation to relevant identified groups
- An open offer of targeted Consultation Events with interested groups
- Opportunistic promotion and discussion in public spaces, e.g. We Too relaxed session, Library event
- Open routes to direct feedback via phone and email.
- Attendance at partner board meetings, including the Aberdeen City Council (ACC) Children's Services Board, ACC Strategy Board, ACHSCP Operational Leadership team meeting and IJB Development Workshop.

4.7. The number of people participating in all Consultation and Engagement feedback is detailed below. The orange lines give total responses by phase



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with the methods of response and associated numbers outlined above. Where numbers were below 10 for a specific method of participation these have been grouped to ensure anonymity.



4.8. The consultation focused on three main things;

- The content and style of the Strategy and Action Plan (views gathered via survey only)
- The priorities and actions within the Strategy and Action Plan
- A series of 'Carer Experience' Questions which will form a baseline for the strategy.



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- 4.9.** A detailed overview of feedback received during the consultation period and our response is outlined in Appendix A.
- 4.10.** The main changes as a result of consultation feedback are;
- Further detail on support in place for young Carers.
 - Additional action on supporting Carers in Employment.
 - Additional detail on emergency planning with Carers at a strategic and individual level.
 - Aim statement has been amended to enable ongoing performance reporting on all four priorities.
 - An additional commitment to equality, diversity, and human rights within the strategy its self as recommended by MECOPP (Minority ethnic carers of older people) on p 14 of Appendix B.
 - Development of a Summary version of the strategy and the future production of an Easy-read version to make it more accessible to a range of readers. (Easy-read documents are produced by members of the speech and language service and their capacity has been limited).
- 4.11.** Significant efforts were made to ensure there is public awareness of the Consultation and that there was a variety of methods used to consult. The response rate is relatively low in relation to the number of Carers we believe to be caring within Aberdeen City. Reasons for the response rate may include 'feedback fatigue', particularly for those Carers who participated in the lengthy engagement period and the very busy role Carers have on a day-to-day basis. The CSIG recognise that engagement is a continuous process and in order to achieve identified actions an ongoing effort will be made to engage with Carers through the lifespan of the Strategy.
- 4.12.** A 'launch period' is proposed to take place in Spring 2023, coordinated by the Lead for Strategy and Transformation to promote the new Strategy and Action Plan within communities across Aberdeen City.



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5. Implications for IJB

5.1. Equalities, Fairer Scotland and Health Inequality

A stage 3 Health Inequalities Impact Assessment (HIIA) is included in Appendix F.

The Strategy aims to enhance equality of opportunity for all Carers. Ensuring that all Unpaid Carers have access to support is a central theme of the Strategy. Throughout the development of the Strategy it was recognised that we did not have a thorough understanding of the perspective of Carers from Minority ethnic communities and those from LGBTQ+ communities in Aberdeen. Ongoing engagement is required to ensure that 'less heard communities' are aware of their rights within the Carers (Scotland) Act 2016 and that local supports and services are developed with the needs of all Carers in mind. The CSIG will work alongside members of the Equality and Human Rights sub-group to continue to develop our understanding of the needs of all communities in Aberdeen and specific actions on developing approaches to engaging with both minority ethnic communities and LGBTQ+ communities are included within the Action plan (attached at Appendix D) under priority 1, 'Identifying as a carer and the first steps to support'.

5.2. Financial

The ACHSCP budget for Carers is £ £2,559,067. This is made up of the £ £1,790,067 budget from 21/22 plus £769,000 of additional SG funding for 22/23. This budget includes provision of social care services provided via our adult social work teams where these provide a break to the Carer as well as the specific Carer support services listed above.

The actions outlined within the Strategy and Action Plan would be delivered within the existing resource envelope and through additional, applied for, funding streams where available.

5.3. Workforce

The Strategy will be delivered by the workforce in partnership with Unpaid Carers and the wider community.



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Members of the ACHSCP, NHS Grampian, Aberdeen City Council, independent and third sector workforces have been engaged with in development of this Strategy. Several recommendations are included within the Strategy with the aim of improving the knowledge of all members of the workforce on the rights of Carers and appropriate routes to support.

It is recognised that members of our workforce may be Unpaid Carers themselves and we will link in with the work of the ACHSCP Workforce Plan to support them.

5.4. Legal

Having a local Carer Strategy in place meets the legal obligations on the IJB within The Carers (Scotland) Act 2016.

5.5. COVID-19

COVID-19 has had a significant impact on the time taken to develop this strategy. The pandemic has disproportionately impacted on Carers and this impact is considered specifically within the Strategy.

5.6. Unpaid Carers

The recommendations and proposals within this report are focused on improving experiences of Unpaid Carers. They will continue to be fully involved in the planning and delivery of services designed to support them.

6. Links to ACHSCP Strategic Plan

- 6.1. The development of this Strategy is a specific Action identified within the ACHSCP Strategic Plan 2022-2025 under the strategic aim of 'Caring Together'.



INTEGRATION JOINT BOARD

7. Management of Risk

7.1. Identified risks(s)

Supporting Carers is an important element of our approach to prevention in our Strategic Plan 2022-2025. By supporting Carers to continue Caring we will support the wider population to live well for longer at home and potentially reduce the demand on other Health and Social Care services, for example, unplanned Hospital admissions.

There is a risk that if we do not continue to have a robust Carers Strategy that the voices of unpaid carers are unheard, and services designed to support them will not meet their needs. There is also a risk that the IJB fails to meet its obligations within the Carers (Scotland) Act 2016.

7.2. Link to risks on strategic or operational risk register:

This report links to Risk 5 on the Strategic Risk Register:

Cause: Performance standards/outcomes are set by national and regulatory bodies and those locally determined performance standards are set by the board itself.

Event: There is a risk that the IJB, and the services that it directs and has operational oversight of, fails to meet the national, regulatory and local standards.

Consequence: This may result in harm or risk of harm to people.

7.3. How might the content of this report impact or mitigate these risks:

This report recommends an approach which aims to continue to develop Carers support services and improve the experience of Unpaid Carers supporting people living in Aberdeen City.



APPENDIX A

OVERVIEW OF ENGAGEMENT WORK TO INFORM THE ABERDEEN CITY CARERS STRATEGY 2023 -2026 & PLANNED CONSULTATION ON THE FINAL CARERS STRATEGY

Introduction

'A City for All Carers' has been developed by a core group of partners who form the Carers Strategy Implementation Group (CSIG). The group members have had the opportunity to be involved at all stages of development of this strategy. This includes representation as follows;

- Lead Strategy and Performance Manager
- Transformation Programme Manager (Strategy)
- Senior Project manager Strategy
- Nursing (Community Nurses, School Nurses, Health Visitors)
- Allied Health Professionals
- Social Work
- Development Officer
- Commissioning
- ACC Children's Services (Young Carers)
- ACVO
- Scottish Care
- IJB Carer Rep
- Adult Carer Support Service
- Young Carer Support Service

Development of the Strategy took place from July 2021 to December 2022. An overview of Engagement so far was provided to the IJB on 11th October 2022. This overview incorporates further feedback from the Consultation process.

Engagement phase – July 2021 – October 2022

Phase 1

The engagement phase of this strategy has been influenced by fluctuations in capacity of those required to be involved as a result of the ongoing COVID-19 pandemic. Considerable work took place between July and December 2021 which gathered an overview of views from Carers in Aberdeen. Carers were told that their feedback would inform the strategy and that further engagement would take place when a more detailed overview of the new priorities for Carers was prepared. The requirement to contribute to the pandemic response then delayed the development of a document.

Phase 2

In March 2022 ACHSCP were given the opportunity to participate, as one of five HSCPs, in a national Care Inspectorate Inquiry into Adult Carer support services. This provided a vehicle to further gauge the views of Carers in Aberdeen on their experience of Carer Support services. This focused specifically on Adult Carers (excluding Young Carers and Parent Carers) and included input from the Adult Carer Support Service and Adult Social Work Staff. In order to ensure that Carers were not being overwhelmed by requests to participate in engagement no further events / requests were made of



Adult Carers at this stage beyond what was coordinated by the Care Inspectorate. The Care Inspectorate published their, '[Inquiry into adult carers' experiences of social work and social care services](#)' in December 2022.

Further targeted sessions were then offered to Parent and Young Carer Groups via the support services to give their views on the proposed priorities within the draft Strategy. Targeted sessions and a specific survey were also available for workforce groups, including those from the third sector, to gather their views.

Consultation Phase October to December 2022

The final phase in developing the strategy was the consultation phase. This provided an opportunity for all with an interest to see the draft Strategy and Action Plan and provide comment in advance of this being finalised.

The Consultation focused on three main things;

- The content and style of the Strategy and Action Plan documents (views gathered via survey only)
- The priorities and actions within the Strategy and Action Plan
- A series of 'Carer Experience' Questions which will form a baseline for the strategy.

Consultation activities which took place include;

- Public Consultation Survey on Citizen Space
- Open Consultation Events (In person and Online)
- Targeted promotion of the Consultation to relevant identified groups
- An open offer of targeted Consultation Events with interested groups
- Opportunistic promotion and discussion in public spaces, e.g. We Too relaxed session, Library session
- Open routes to direct feedback via phone and email.
- Attendance at partner board meetings, including the Aberdeen City Council (ACC) Children's Services Board, ACC Strategy Board, ACHSCP Operational Leadership team meeting and IJB Development Workshop.

The below shows a range of partners who have been directly contacted or participated in promoting the Carer Strategy Consultation;

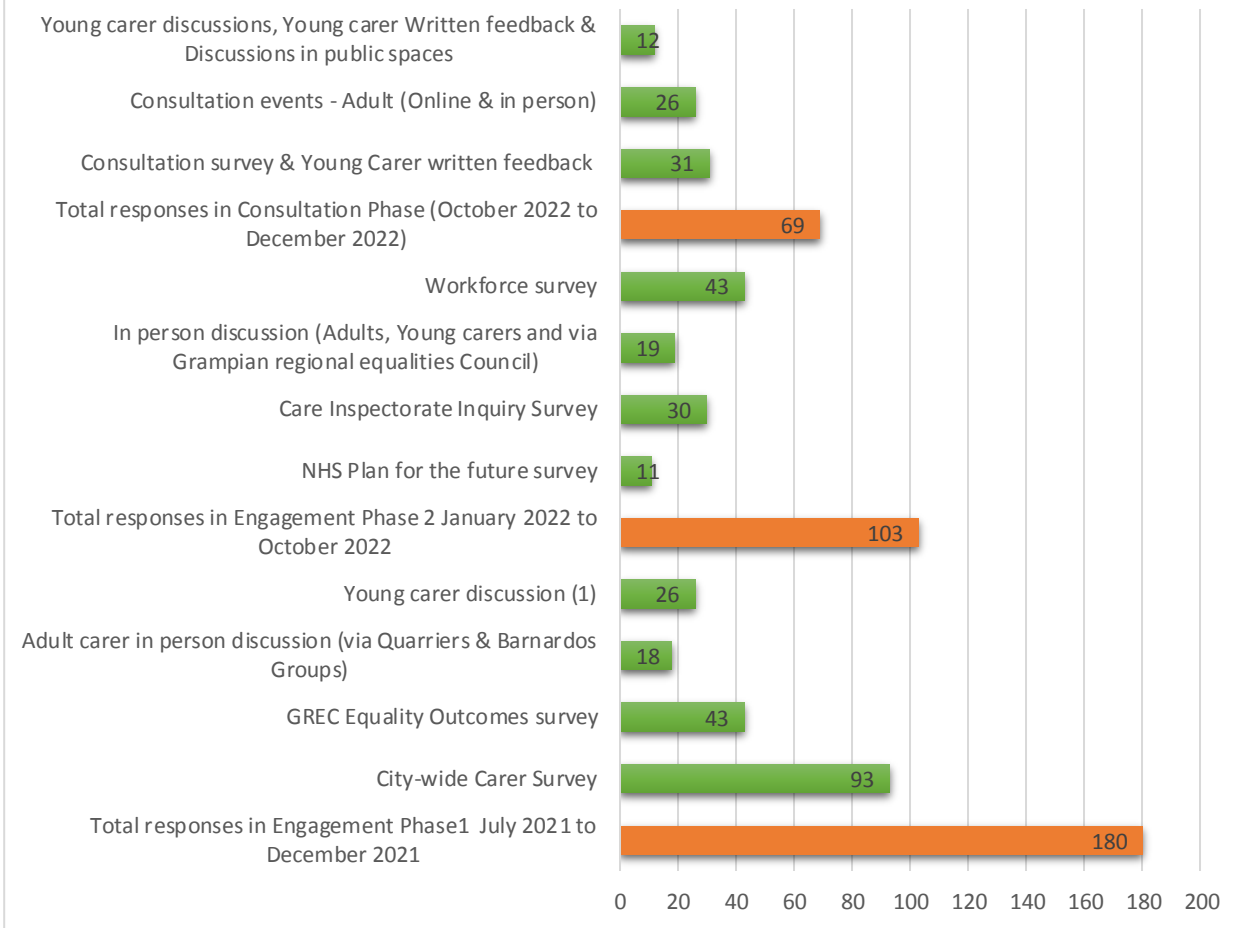


Number of participants in Carer Strategy Development

The number of people participating in all engagement and consultation feedback is detailed below. The Orange lines give total responses by phase with the methods of response and associated numbers outlined above. Where numbers were below 10 for a specific method of participation these have been grouped to ensure anonymity.



Numbers of people involved in Carer Strategy Development



How has the information gathered informed the Carer Strategy?

The views of those we engaged with are central to the Strategy and how it has been developed and refined. Within the document quotes are included which reference specific feedback as well as **lived experience case studies** and **spotlight on** sections which highlight areas of good practice or service development. The priorities and actions have been developed in response to this feedback. All relevant data will be held by the CSIG to inform future actions. This is not presented in its entirety due to a need for confidentiality but is themed below. This includes themes highlighted during both engagement and Consultation phases.

Adult Carers

The main themes identified by Adult Carers were;

Challenges	Positives
------------	-----------



Knowing who to turn to – many were not aware of services on offer to carers	Support from other professionals (including GPs)
Access to advice and information	Experiences of those who have accessed the adult carer support service
Accessing the right services (including social work, health and Mental Health support)	Increased Carer awareness amongst professionals
Lack of awareness of dementia and other conditions	Opportunities for social activity and exercise.
Coping with the caring role (including the emotional impact of caring)	Support from extended family
The Impact of COVID-19	
Accessing day support and Day Care	
Being recognised as an equal partner in planning support	
Financial Pressures, including the specific challenges faced by Carers in employment or who are seeking employment.	
Hospital Discharges	
Social Isolation & lack of social activities	
Poor Mental Health (including worries about the future)	
Access to breaks (including respite)	
Tiredness and a lack of time for ones self	
Taking a break is dependent on meeting the needs of the Cared for person. If they are not met. The break isn't possible.	
Communication challenges	

Young Carers

The main themes identified by Young Carers were;

Challenges	Positives
Access to advice and information	Experiences of those who have accessed the adult carer support service
Accessing the right services (including social work, health and Child and Adolescent Mental Health (CAMHs) support)	Increased Young carer awareness amongst professionals
Lack of Confidence of Young Carers to identify themselves to an adult as someone coping with the caring role (impact on mental health, feeling alone, being bullied)	Support from some education staff
Multiple challenges due to being different (including LGBTQ+ young people)	Think young Carers Toolkit – ‘co-produced’ with young carers. Supports partners with identifying and supporting young people identified as a Young carer.



The Impact of COVID-19	Life as a Young carer video - created in partnership with SHMU to support with awareness and empathy needed to understand and support young carers
Accessing day support and Day Care	Access to local Young Carers fund
Social Isolation & lack of social activities	
The impact of COVID-19 restrictions	

Workforce

We asked our workforce how confident they felt about signposting Carers to unpaid Carer support services in Aberdeen with 1 (not confident) and 5 (very confident). The average response was 3.19 indicating that the majority have a moderate level of confidence. This will support our feedback from Carers themselves who indicated staff do not always have the knowledge needed and is included within Priority 1 of our Action Plan.

Our Workforce were also asked to comment on whether they agreed with the four priorities included in the draft Strategy with 1 (strongly disagree) and 5 (strongly agree). The average response was above 4 for all four priorities.

Our workforce echoed many of the themes expressed by Carers themselves especially with regard to ensuring access to information so they are equipped to support Carers and ensuring access to Short Breaks / Respite is available.

Consultation specific themes

A series of specific questions were posed to Carers on their views on the Strategy content. These are included in the table below along with our response and any amendments made to the final Strategy as a result.

The relevant themes in relation to content and style are reflected below;

Theme	Response
48% agreed that the strategy content is easy to understand (28% neither agree nor disagree, 24% disagree).	Summary and easy-read versions developed.
The document is too long for many Carers and staff to read.	Having a range of versions should meet the needs of a range of readers.
44% agreed that the strategy document is well presented (40% neither agree nor disagree, 18% disagree).	



Additional comments on type size, style etc.	Resolved for final version.
48% agreed that the lived experience Case studies are relevant to the content of the strategy (40% neither agree nor disagree, 12% disagree)	Summary version does not include the lived experience case studies.
Case studies do not reflect the experience of people caring for older parents when they themselves are aging.	Additional reference to Carers with this experience to be added.

The relevant themes in relation to the Priorities and Actions within the Strategy and Action Plan were;

60% agreed that the 4 priorities were clear (24% Neither agreed nor disagreed, 16% disagreed)	Specific comments on aspects of each priority incorporated into themes section above.
Priority 1 – Identifying as a Carer and the first steps to support 64% agreed that this should be a priority (24% neither agree nor disagree, 12% disagree)	This reflects that this priority has the right focus.
Priority 2 – Accessing Advice and support 64% agreed that this should be a priority (16% neither agree nor disagree, 20% disagree)	This reflects that this priority has the right focus.
Priority 3 – Support Planning, future decision making and wider Carer Involvement 56% agreed that this should be a priority (28% neither agree nor disagree, 16% disagree) “A separate grouping is required for the needs of Carers who are in employment.” Grouping all Carers into 4 priorities is perceived as ‘one size fits all’	This reflects that this priority has the right focus. Further reference to Carers in employment or seeking employment included within Action Plan. The four priorities reflect the overall priority areas for Carers in Aberdeen City. More specific actions related to the needs of Carers in specific circumstances is further refined in the Action Plan. The Action Plan will be a live document and additional actions can be added when evidence of need has been identified.
Priority 4 – Community Support and Services for Carers 60% agreed that this should be a priority (24% neither agree nor disagree, 16% disagree)	This reflects that this priority has the right focus.



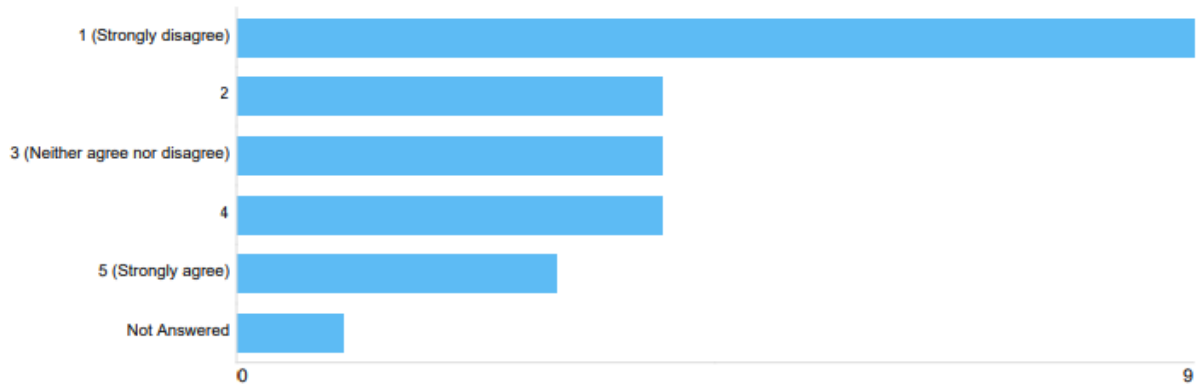
More refinement of specific Actions needed in Priority 4	Further refinement of specific priority 4 actions included within final version.
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Carer Experience Questions

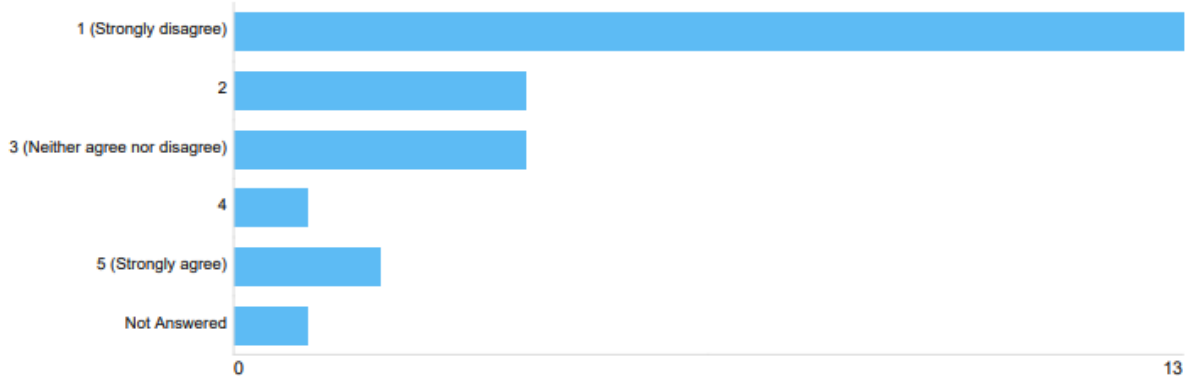
Carers were asked a series of 'Carer Experience Questions' within the Consultation survey to gain an overview of the Carer experience in Aberdeen. This included a series of seven statements where they were asked how much they agree (5- Strongly agree to 1 – strongly disagree). These will be repeated each year of the Strategy to provide an overview of whether improvement is being made. These statements were designed to be comparative with nationally gathered data collected via the Health and Care experience survey (HACE).

The response to these statements (outlined below) reflects that there is a lot of work to do to improve the experience of Carers in Aberdeen. With over 50% of respondents disagreeing with six out of seven of the statements. Whilst this is disappointing from the perspective of Aberdeen City Health and Social Care Partnership it also provides further evidence of why we need to focus on the identified priorities within the strategy and make improvements.

Carer statements - I am supported to identify as a Carer and am able to access information about the support I may need

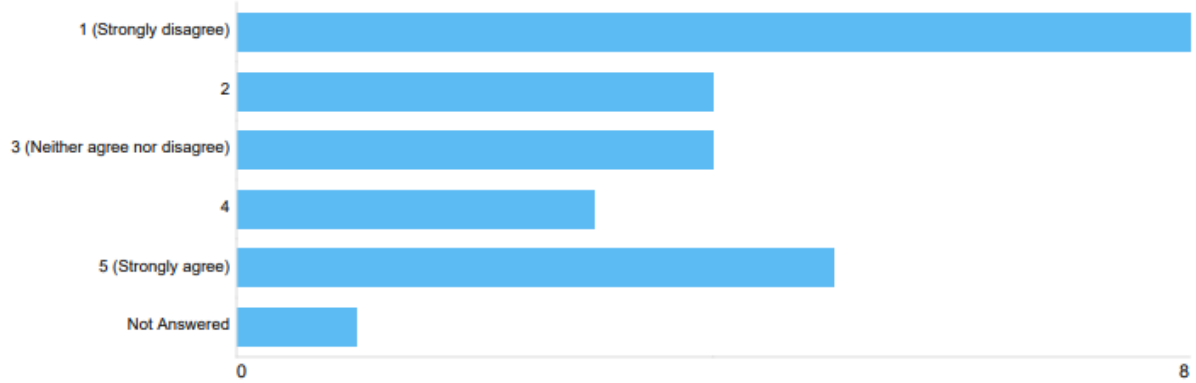


Carer statements - I have a good balance between caring and other things in my life

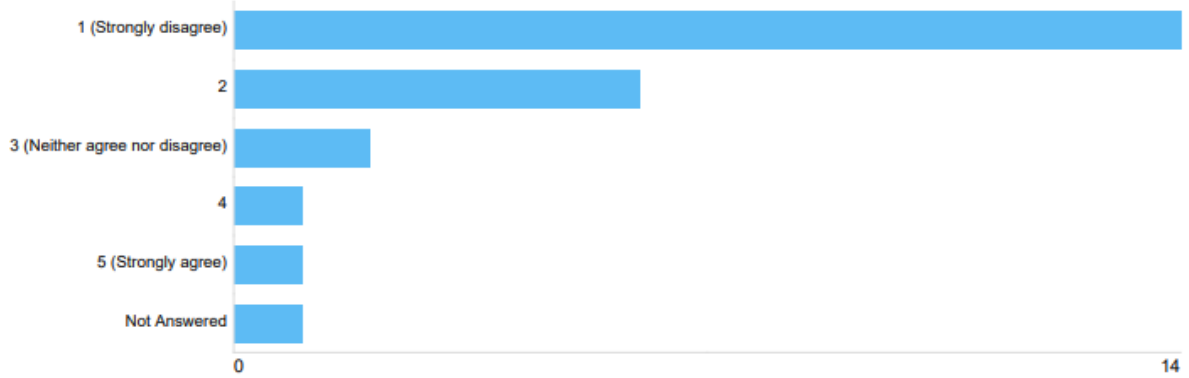




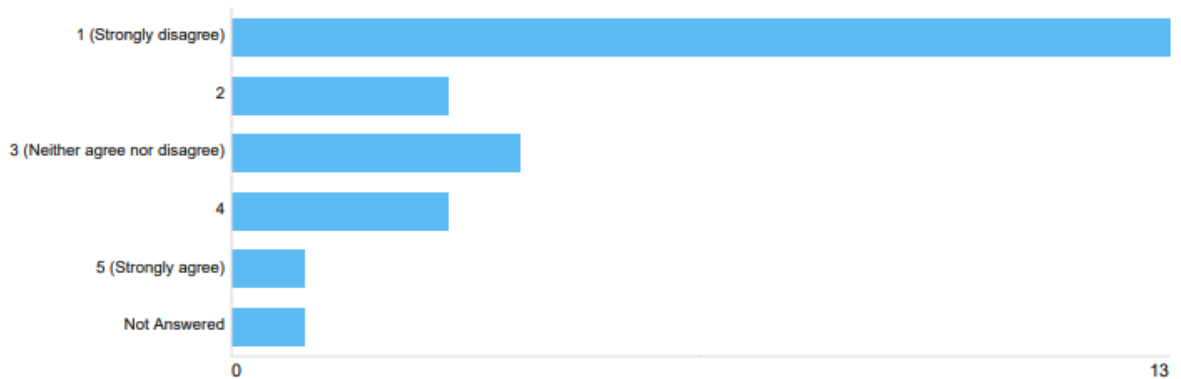
Carer statements - I have a say in the services provided for the person(s) I look after



Carer statements - Caring has NOT had a negative impact on my health and wellbeing

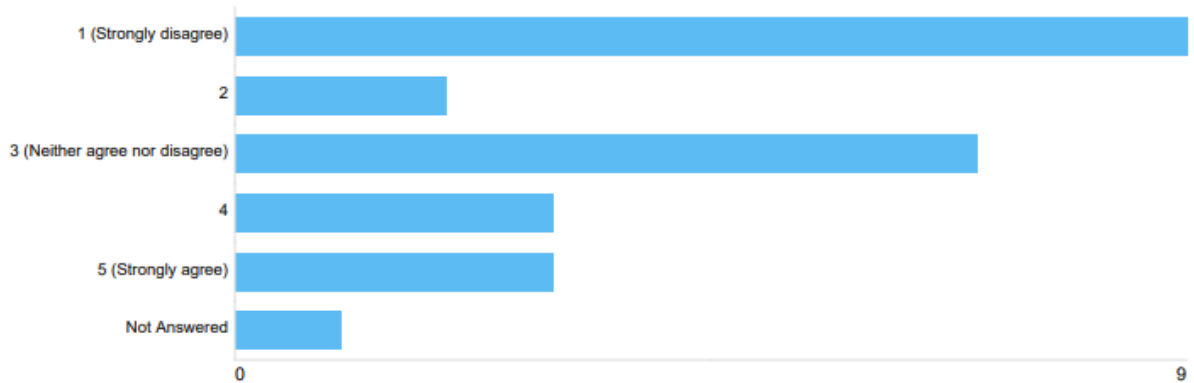


Carer statements - I feel supported to continue caring (I am supported as a Carer to manage my caring role)

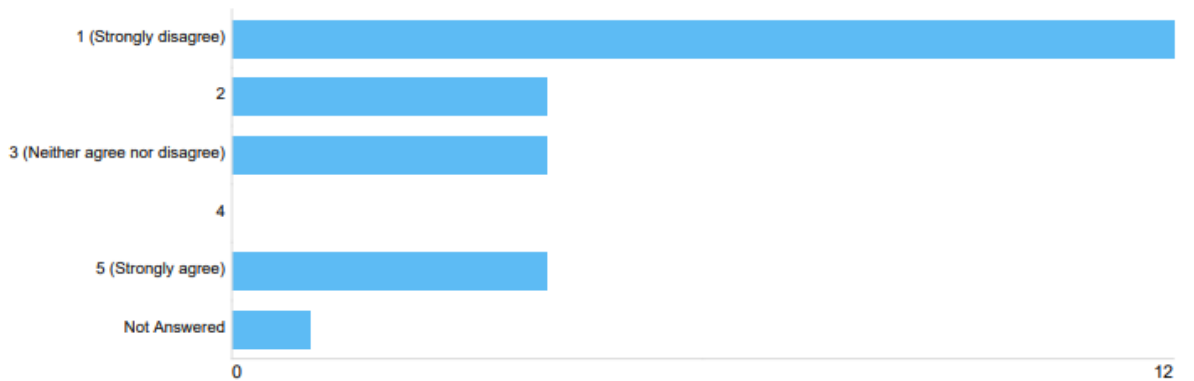




Carer statements - I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive



Carer statements - Local services are well coordinated for the person(s) I care for



Demographics and Equality Themes

A Health Inequalities Impact Assessment has been compiled for the Strategy which includes an overview of all Equalities information which has informed the Strategy. This is also reflected in the ‘Who are Carers’ Section. This section reflects that we do not know enough about the Carer experiences of people in ‘less heard’ communities, for example, minority ethnic communities and LGBTQ+ community. Additional engagement took place via Grampian Regional Equalities Council (GREC) and direct information on the Consultation was shared with a range of groups from across Aberdeen’s communities.

Demographic information was collected during the consultation phase. This reflected that responses to the Consultation Survey were received from across the City with the highest response in North Aberdeen. 60% of respondents were aged 41-65 years. 80% of respondents were female. 92% identified as heterosexual / straight. 93% of respondents were Christian. 96% identified as White (Scottish or British).

32% of respondents reflected that they have a Disability including Learning Disability, Learning Difficulties, Developmental Disorder, Physical Disability, Mental health Condition and Long-term illness.



Carers were asked some specific questions about their caring role. 72% of respondents cared for 50 or more hours per week. 48% of Carers cared for a child or grandchild, with 28% caring for a Parent or Grandparent and 28% caring for a Spouse or Partner.

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Aberdeen City Carers Strategy 2023-2026

"A City for all Carers"



Aberdeen City
Health & Social Care
Partnership

A caring partnership



Our plan for supporting all Carers in Aberdeen City



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Foreword

We are delighted to present our new Carers Strategy for Aberdeen City. Carers can be both Adult and Young Carers. Carers play an incredibly important role in supporting the people of Aberdeen to remain independent, enjoy life, endure ill health and they also provide emotional support to those they care for. This is often in very challenging circumstances.

Whilst presented by the Aberdeen City Health and Social Care Partnership (ACHSCP) this Strategy has been informed by collaboration and involvement of multiple partners across the City and, most importantly, Carers themselves. There are strong links between this strategy and the [ACHSCP Strategic Plan 2022-2025](#), The NHS Grampian Plan for the Future and Community Planning Aberdeen's [Local Outcome Improvement Plan \(LOIP\)](#).

The Strategy focuses on **4 Strategic Priorities**.

- PRIORITY 1**
Identifying as a Carer and the first steps to support.
- PRIORITY 2**
Accessing advice and support.
- PRIORITY 3**
Future Planning, decision-making and wider Carer involvement.
- PRIORITY 4**
Community Support and services for Carers.

It is accompanied by a detailed Action Plan which sets out how we aim to improve the experience of Carers in the 4 priority areas. Central to delivering these priorities is creating the conditions for a 'Carer Sensitive' approach within Aberdeen. This means having support for Carers as a central focus and working alongside Carers to develop that support.

This Strategy is an action within the 'Caring Together' aim of the ACHSCP Strategic Plan with the aim to 'deliver better support to unpaid Carers'. This Strategy adopts the same Strategic Enablers as the ACHSCP Strategic Plan. These are the main ways we will support delivery of the Actions identified – **Workforce, Technology, Finance, Relationships and Infrastructure**.

The 2021/22 Scottish Health and Care Experience (HACE) Survey indicated that only 32% of Aberdeen City Carers surveyed said they felt supported in their caring role. We have analysed the challenges that may have contributed to this outcome and believe the delivery of the four priorities set out above will address those challenges and enable us to deliver upon our aim.

The overarching Aim of this Strategy is to improve the experience of all Carers in Aberdeen City making best use of available resources to do so. It takes a focused but flexible approach to doing this over the next 3 years. The Action Plan includes Carer Experience performance measures under each priority which will be monitored annually.

AIM STATEMENT

“We will demonstrate overall improvement in all four priority areas by receiving a minimum of 40% positive responses to our Carer Experience statements (what we want Carers to be able to say about their support) when surveyed in 2026.”

Plan on a Page

A CITY FOR ALL CARERS - ABERDEEN CITY CARER STRATEGY 2023 - 2026

Aim: We will demonstrate overall improvement in all four priority areas by receiving a minimum of 40% positive responses to our Carer Experience statements (what we want Carers to be able to say about their support) when surveyed in 2026

Aberdeen City Strategic Plan Priority - 'Caring Together'

Strategic Enablers - **WORKFORCE - TECHNOLOGY - FINANCE - RELATIONSHIPS - INFRASTRUCTURE**

These enablers are the key resources which will support the implementation of the Aberdeen City Carer Strategy 2023 - 2026

PRIORITY 1 - Identifying as a Carer and the first steps to support	PRIORITY 2 - Access to advice and support for Carers	PRIORITY 3 - Supporting future planning, decision making and wider Carer involvement	PRIORITY 4 - Community support and services for Carers
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What we want Carers to be able to say about their Support

"I am supported to identify as a Carer and am able to access information about the support I may need."

"I am supported as a Carer to Manage my Caring Role."

"I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive."

"I have a sense of belonging and a life alongside caring, if I choose to."

What will each priority focus on?

▶ This priority focuses on the importance of carer's being recognised by themselves and others and having an easy entry to support.	▶ This priority focuses on support and advice which is universally accessible to anyone who identifies as a Carer in Aberdeen City.	▶ This priority focuses more specifically on support with future planning as a Carer and accessing more intensive support where the caring role requires this both for the Carer and the Cared for person. It also includes how carers can be involved in the wider development of support for carers.	▶ This priority is focussed on the practical supports available to Carers to support them to be well connected to their communities and have a life alongside their caring role including hobbies and employment. There will be a strong emphasis on Carer choice here and that no one size fits all.
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What actions will we take to achieve these priorities?

<p>1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.</p> <p>1.2 Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce.</p> <p>1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services</p>	<p>2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support.</p> <p>2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support.</p>	<p>3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning).</p> <p>3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning.</p> <p>3.3 Ensure Adult Carers have the opportunity to be leaders in planning their own Support (Future planning).</p> <p>3.4 Carers have the opportunity to be involved in planning the support of the person they care for.</p> <p>3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for Person.</p> <p>3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement).</p>	<p>4.1 Promote a culture of Creativity to encourage innovative approaches to Carer Support.</p> <p>4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill.</p> <p>4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill.</p>
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Carers (Scotland) Act (2016)

The Act represented a shift from previous reactive approaches to Carers support to one with Prevention at the centre introducing new rights for Carers and duties for Local Authorities and Health and Social Care Partnerships.

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**
- **Short Breaks Statement**

The Act is accompanied by [statutory guidance](#) and the [Carers Charter](#) which outlines 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**

Introduction – 2022 and beyond

Progress

This Strategy is the second one for the ACHSCP. Our first Strategy ran from 2018 to 2021 and was extended into 2022 in response to wider operational demands brought about by the COVID-19 pandemic.

Our strategy is for all Carers who provide support in Aberdeen whether they be Young Carers caring for siblings or parents, Parent Carers caring for children of all ages or Adult Carers caring for family, friends or neighbours. Our first Strategy demonstrated our commitment to embedding the Carers (Scotland) Act 2016 and for that reason a key focus was implementing many of the new duties and powers of the Act within Aberdeen City including, significantly, the introduction of Adult Carer Support Plans and Young Carer Statements.

We have also commissioned new support services from Barnardos (Young Carers) and Quarriers (Adult Carers) to ensure information, advice and support is available. Developing this Strategy has been a process of reflection and planning ahead. There have been many achievements in developing support in Aberdeen and these are highlighted in spotlight on sections throughout our strategy. We also include **lived experience case study** sections throughout. These are anonymised but based on the experiences of Carers living in Aberdeen.

Challenges

Whilst progress has been made through our first strategy there continue to be significant challenges in meeting the needs of Carers in Aberdeen. Each of our priorities is aimed at addressing these challenges. The current financial climate also poses challenges, and we will be required to ensure that we work within our available resources to meet demand. This requires flexibility and creativity ensuring that resources are targeted to where they will achieve the most benefit for Carers. The COVID-19 pandemic had a significant impact on Carers, and this cannot be underestimated. It is important to recognise the important role they played in keeping their loved ones safe and well cared for and the emotional toll this has taken on many Carers.

Priority 1 focuses on identifying Carers and supporting them to access support because we know there are more people in caring roles than are known to us. We recognise that a change of Adult Support Service provider during the pandemic has led to a knowledge gap amongst our workforce and the wider public in Aberdeen City and this requires targeted action to ensure people are kept informed.

Priority 2 focuses on developing our support services with those who access them. We know that those who currently use the services find them supportive however, as with Priority 1, we know that many Carers do not access them therefore

we need to be informed by new Carers as they become known to us and adapt our offer of support, as needed, to meet the needs identified.

Priority 3 focuses on ensuring Carers have involvement in decision-making processes both personally and strategically (by being involved in decisions made by the ACHSCP which affect Carers). Carers continue to feedback that they are not always involved in decisions which impact them and this needs to improve. A Carers' reference group was an aspiration of our first Strategy, and this was stalled due to the pandemic. In order to ensure all Carers voices are heard this is a key action.

Priority 4 focuses on continuing to develop a variety of support options for Carers in Aberdeen City. Feedback tells us that there are many situations where Carers find that they are unable to take a break from their caring role. We recognise that there is not a 'one size fits all' solution to this and that creativity is required to develop options which are both sustainable, flexible and able to meet the needs of both Carer and Cared for person within our available financial resources.

Now is the time for our approach to Carer's support to move beyond initial implementation and we have identified areas for ongoing improvement or innovation to ensure Aberdeen is a truly supportive place for Carers, and those they care for, to live.

The National Approach to Carer's Support

The Carers (Scotland) Act (2016) outlines the Scottish Government's expectations of how Carers Support is provided in each Local Authority Area. In December 2022 the Scottish Government published a **National Carer Strategy** this highlights five themes for developing Carers support which have been incorporated within this Strategy. These are;

- Living with COVID
- Valuing, recognising and supporting Carers
- Health and social care support
- Social and Financial inclusion
- Young Carers

"We need Organisations to listen when we ask for help."
Aberdeen Carer

In addition we also expect legislative change as a result of the **National Care Service (Scotland) Bill**.

We have taken relevant recommendations into account and, where possible, incorporated these into our Action Plan. For example, the Actions included within Priority 4 will focus on ensuring we have a range of options available for Carers to support the 'right to a break from caring'. The ACHSCP will be an active participant in the national debate regarding Carers Support and the National Care Service as the **National Care Service (Scotland) Bill** progresses whilst actively preparing for any changes required from new and emerging legislation. ACHSCP has recently been one of five Health and Social Care Partnerships to participate in the **Care Inspectorate's Inquiry into Adult Carer Services in Scotland**. We welcome this external scrutiny and the feedback from the Care Inspectorate has informed the direction of this Strategy and Action Plan.

The Aberdeen City approach to Carer's support

Responsibility for developing a Carer Strategy for Aberdeen City sits with the ACHSCP however this strategy represents a combined approach to support for Carers which connects across various partners including those within Aberdeen City Council, NHS Grampian and the third sector. Carers come from all walks of life and will come into contact with a range of health, social care and education organisations. For example, Young Carers and Parent Carers are in frequent contact with Education and Children's services provided by Aberdeen City Council. Support to Carers is also an important element of the **Aberdeen City Local Improvement Plan (LOIP)** which includes an improvement project aimed at improving the experience of Adult Carers. This is also incorporated within our Action Plan.

A Carer Strategy would be nothing without the perspective of Carers themselves. There have been many challenges to engaging with Carers during a pandemic and we are grateful to those Carers who have taken the time to contribute to this Strategy through various engagement sessions, surveys and in more formal roles, including our Integration Joint Board (IJB) Carer Representatives.

We recognise how challenging this can be whilst juggling the responsibilities of caring for a loved one. There is much more to do to ensure Carers are fully involved. We need to create the conditions for carer involvement in terms of opportunity to participate, be involved, for them to codesign with us, and also co-evaluate. A key component will be consideration of how we can do this in a way that suits the lifestyle of Carers and is representative of the population of Aberdeen.

Commissioned Carer Support Services in Aberdeen

Under the Carers (Scotland) Act 2016 each local authority must establish and maintain an information and advice service, covering a range of mandatory areas for carers either resident in that local authority area, or caring for someone in that local authority area. There are currently two support services in Aberdeen City which are contracted to provide a dedicated to support service for Carers ¹.

Barnardos Young Carer's service

Barnardo's Aberdeen Young Carers Service supports young carers in Aberdeen City to live a happy and fulfilled life alongside caring. Our aim is to develop the service to support young carers with individual identified needs, reduce the impact of caring, allow them to receive a short break from caring, help to reduce social isolation, improve wellbeing and increase their resilience.

Barnardos have a range of support opportunities on offer for Young Carers including.

- One-to-one support.
- Advocacy on behalf of the Young Carers or their families to support them in having their voice heard and needs recognised with other professionals, schools etc.
- Volunteer Befriender's.
- A range of support groups for children of all ages, including monthly LGBT+ groups for 11-14 and 15+ age groups.
- Access to music, sports and arts therapy and groups including during school holidays.
- Developing partnerships with the community and third sector to support Young Carers Financial support opportunities through the Aberdeen City Council Young Carers Grant, Social Security Scotland, Young Scot and other funding platforms for both Young Carers and their Families.
- Signposting to other organisations and professionals within Aberdeen City and Nationally to gain tailored support for Young Carers and their Families.
- SVQ in Health and Social Care for Young Carers over 16 or Adult Carers in partnership with Bon Accord Care.
- Weekly Adult Support Group for Adult Carers, Cared For and other adult family members involved with the Young Carer to receive peer support and information.
- Volunteering opportunities for Young Carers over 16 and adults involved with the service.
- Provide training to partners and schools on identifying and how to support young carers, introducing staff to the 'Think young carers' toolkit.

¹ These contracts are regularly reviewed based on expected levels of performance. Contracts are subject to change based on local service demand.

Quarriers Aberdeen Carers Support Service

Aberdeen Carers Support Service, based at 37 Albert Street, Aberdeen, is a co-produced service working in partnership with carers. They offer all carers who register with the service an Adult Carer Support Plan which can give an accurate reflection of the care role provided and record any negative impacts it might be having on the carer's health and wellbeing. Together Family Wellbeing Workers, Carer Advisors and carers can then record the outcomes they would like to achieve and work together to meet them.

The service produces a **quarterly newsletter** with input from carers and information for carers. Online training is offered as well as support groups for parent carers, a men's group, a woman's mental health group, a health and wellbeing book group and dementia support group. The service now has a new Respite Bureau that carers can call on 01224 914035 or visit in person during office hours where the staff will be able to look at carers' break funding such as Time to Live grants or Respite breaks.

Quarriers also offer an Enhanced Service for Adult Carers. The main aim of the enhanced service is.

- To work innovatively to co design services which enable the early identification of carers and ensure accessibility to services and information to a wide range of people.
- In a situation where there is an added complexity. This could be the complexity of the cared for person, carer or where there is a co-dependency within a relationship between carer and cared for person, and more intensive and specialist support is required.
- Support carers who could present with complex roles which will vary but could include Complexity due to substance or alcohol misuse or Complexity due to mental health condition which may include dementia.
- Connect and provide support to harder to reach, caring situations.
- Connect with and provide the necessary support to carers to achieve individual outcomes through a carer support plan where appropriate.

For carers who are online they have a Facebook page at www.facebook.com/aberdeencarerssupportservice and you can access useful information through the Virtual Carers Centre at www.carers.quarriers.org.uk/.

If you would like to register, please call on 01224 914036.



Who are Carers?

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 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 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.

Kinship carers

A kinship carer (usually a relative or close friend looking after a child in place of their parents) can be a carer under the Act, even where they have a kinship carer agreement with the local authority. This is only for kinship carers who meet the other requirements of the meaning of 'carer' above, so not where the care is simply because of the child's age.

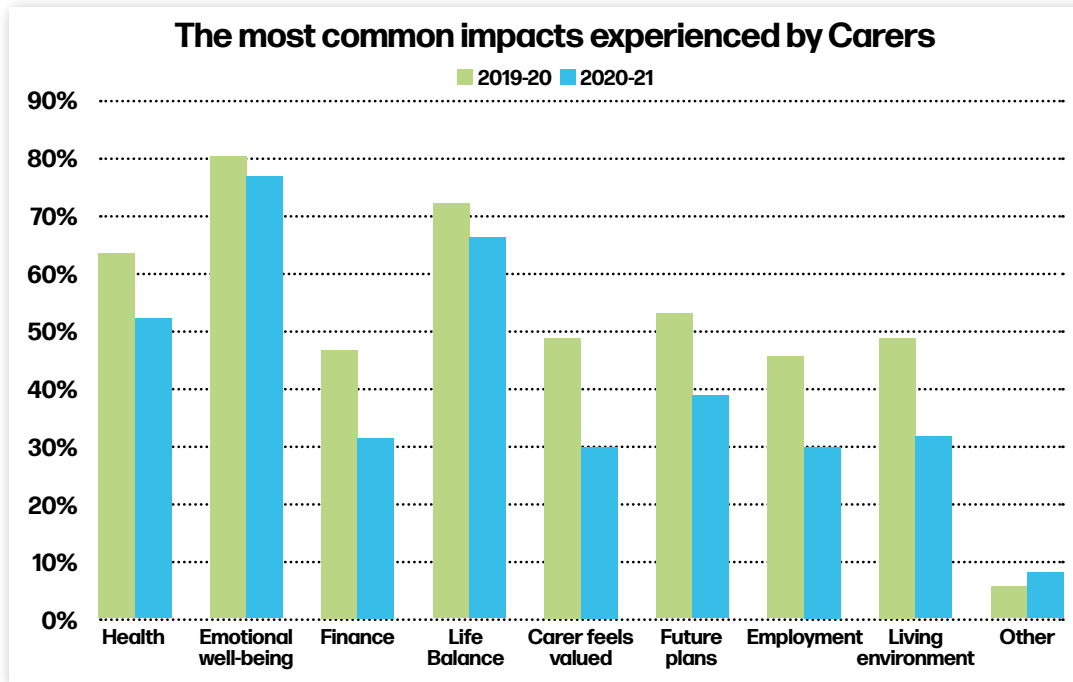
Sometimes Carers are referred to as 'Unpaid Carers' to show a difference between those the [Carers \(Scotland\) Act 2016](#) refers to and a paid carer role. For clarity, this strategy refers to 'Carers' as those who meet the definition as above. We also refer to the person being cared for as the 'Cared For person' for clarity of role. In other documents the Cared For person may be listed as the Supported Person, Patient, Service User, Adult or Child. Many people who meet this definition are not aware that they do and may not see themselves as Carers. Often, they consider their role as simply part of being a spouse, parent, child or friend. Supporting those who are eligible for support to identify as Carers is highlighted in **Priority 1**.

Being a Carer can have multiple impacts both positive and negative. The [National Carer Census](#) identified the following main impacts of the role on Carers; Caring relationships are varied and span all ages, communities and socio-economic groups. Some examples include but are not limited to:

- Caring for a partner or spouse living with dementia
- Caring for a child with profound and multiple disabilities
- Caring for a parent living with mental health issues
- Caring for a sibling living with disabilities
- Caring for a friend living with substance misuse issues
- Caring for your older parent or spouse when you yourself are older and have your own need for care and support

Many of our Carers may have their own needs beyond their caring role. This includes older Carers and Young Carers. We have included some **Lived Experience case studies** throughout this strategy to highlight the range of caring roles across Aberdeen City.

Source: Carers Census, Scotland, 2019-20 and 2020-21



The experience of Young Carers can vary from Adult Carers. The Carers Census Scotland outlined that nationally, “in 2020-21, adult carers were more likely than young carers to experience impacts on their health (56% compared to 27%), finance (34% compared to 20%) and future plans (43% compared to 19%). These differences were slightly more pronounced in 2019-20.

Young carers were more likely to experience an impact on their emotional well-being due to their caring role than adult carers in both years. In 2020-21, data suggested that 89% of young carers experienced an impact on their emotional well-being, compared to 74% of adult carers”.

² Information based on most recent monitoring reports August & September 2022. It is not possible to determine if a Carer may be included in more than one of these figures as they are from separate data sources.
³ Recently the management system for Social Work records has been replaced. The previous system was not able to always provide the level of detail we would like on the circumstances of Carers in Aberdeen City. We will work to improve the information which can be pulled from the new system to support a better understanding of carers needs.

How many Carers are supporting people in Aberdeen?

It is difficult to come to an accurate figure for how many carers there are in Aberdeen. Our available estimates are based on figures gathered before the COVID-19 pandemic.

It is also important to note that many Carers travel into Aberdeen to care for a friend or loved one. The responsibility to support them lies with us as the home of the cared for person.

The 2011 Census estimated that there were **222,793** people living in Aberdeen and that **15,571** are Carers. With **6,229** stating that they provide more than 20 hours of unpaid care per week. The Scottish Health Survey (SHeS) presents that 11% of Aberdeen’s population identify as a Carer.

This is lower than the national average of 15%. This would take us to a figure of **24,507**. Of these numbers there are estimated to be approximately **2000** Young Carers. There is a significant gap between these estimates and those Carers known to services in Aberdeen.²

Adult Carers open to Quarriers Adult Carer Support Service (including enhanced support service)	803
Adult Carers known to Social Work services (with an adult Carer Support Plan in Place) ³	620
Young Carers open to Barnardos Young Carer Support Service	135
Young Carers known to Children's services (education)	51

National statistics indicate that women are more likely than men to report providing regular unpaid care. This is reflected in our local data with 58% of supported Young Carers identifying as female and 77% of supported Adult Carers identifying as female.

“Ensure that everyone can access health and social care services equally, regardless of age and disability, and ensure that families who have caring responsibilities are involved in the discussions and decisions for the person that requires care.”

Respondent Grampian Regional Equality Council, Equality Outcomes Survey December 2020

Aberdeen City has a diverse population. In 2021 Community Planning Aberdeen published, **‘Aberdeen City: Population Needs Assessment’**, which outlines the diverse make up of our population.

“Recent figures (year ending June 2020) from National Records of Scotland estimate that 24.7% of the City’s population was born outside the UK (compared to 9.8% for Scotland). Of those, it is estimated that 41.1% are from EU countries and 58.9% from non-EU countries (compared to 50% for both groups in the year to end Dec 2019). The estimated proportion of those born outside the UK has fluctuated in the last few years, from 24% in the year ending June 2017, down to 19% in year ending June in both 2018 and 2019, before rising again to 24.7% in the year to end June 2020. At the time of the 2011 Census, Aberdeen City had the third highest proportion of non-white ethnic minority people in Scotland at 15.6%. This was more than double the Scotland rate at 7.6%.”

The majority of identified Carers in Aberdeen are white with 89.5% of supported Young Carers identifying as white and 76% of Adult Carers. Our engagement on this strategy has highlighted that we do not know enough about the needs of Carers from some of our communities, including minority ethnic communities and the LGBTQ+ community.

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under this legislation and that no carer is disadvantaged due to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

Making stronger links to communities is identified in our action plan and will be taken forward with partners from our commissioned support services and the ACHSCP’s Equality and Human Rights sub-group.⁴

⁴ Carers (Scotland) Act 2016: statutory guidance - updated July 2021 – Annex B

Carers face additional challenges related to inequalities including disability and illness, unemployment, young and lone parenting meaning there is a greater risk of being impacted by poverty. The cost of living crisis will mean carers and families could be pushed further into the poverty line.

The limiting factors faced by people living in poverty means hard decisions have to be made by families. The wider risk to declining health is a real prospect with poverty. Young Carers will also feel the burden of Child poverty and worrying for their parents. This strategy will contribute to the joined-up working needed to reduce the impact of poverty and inequality for our Carers and Young carers. A newly developed Poverty and Inequalities committee within Aberdeen City Council will play a key role dealing with the issues that our communities including carers are facing.

Whilst our statutory responsibility lies with supporting Carers who care for people in Aberdeen, we also recognise that many of our own workforce are also Carers, and this can have a significant impact on their wellbeing. This is considered within the ACHSCP Workforce Plan ([Link to be included when published](#)).

“As a Carer, I have found it very difficult to access support.”
Respondent to Carer Workforce Survey



Carers and COVID-19

The COVID-19 pandemic had a substantial impact on all Carers. The stopping of many face-to-face support services during lockdown removed the ability of Carers to access support and breaks from caring which they relied upon to maintain their caring role. Subsequent lockdowns and understandable concerns for the potential of catching COVID-19 also made it less likely that Carers re-engaged in face-to-face services when they were available. Where possible alternative options were offered, for example, online support and some face-to-face support for those with significant levels of need. Many Carers, however, remained without support during pandemic restrictions. For Young Carers the closure of Schools had a big impact on their education and emotional wellbeing leading to them missing out on opportunities to socialise, learn and have a break from their caring role.

A **Carers Trust survey** published in July 2020 on the impact of Coronavirus on Young Carers showed a steep decline in the mental health and wellbeing of the hundreds of thousands of young people across Scotland who provide unpaid care at home for family members or loved ones. 45% of young carers in Scotland stated that their mental health was worse since the pandemic and 71% of Young Carers were feeling more stressed, 74% of Young Carers were feeling less connected to others, 11% of young carers reported an increase of 30 hours or more in the amount of time they spend caring per week, and 64% of young carers were spending over 90 hours a week caring for a family member or friend.

This impact was similarly felt by adult carers particularly where the cared for person had substantial support needs. As part of **Stay Well, Stay Connected** work on dementia support during the pandemic a targeted survey was carried out to measure the impact of the pandemic on those with cognitive impairments and their Carers. Many staff felt a dereliction of care and increased risk to the cared for person, which impacted on their resilience and mental wellbeing.

Staff spoke of the barriers to supporting people with cognitive or hearing impairments, or lack of knowledge or access to technology. Staff and Carers described witnessing increased low mood, anxiety, and earlier decline of people living with Dementia. This resulted in families' loss of precious time with loved ones and their premature need for increased or long-term care. The restrictions also negatively impacted on Carers making them feel depressed, alone and isolated.

The legacy of the pandemic may also result in a new group of Carers who are supporting someone with the symptoms of Long Covid. The longer-term impacts of this and impact on Carers is not yet fully understood but we will be required to consider how to best support this group.

For those Carers and cared for people with health conditions the pandemic has led to longer waiting times for treatment and in some circumstances poorer health as a result.

An unexpected impact of the COVID-19 restrictions, reported by both staff and Carers included an increased understanding and use of technology.

"Many people have deteriorated seriously during the pandemic and are less able to partake in activities."
Aberdeen City Carer

This facilitated communication, information sharing and supporting and connecting with others. Staff described how the pandemic had raised awareness around the specialist care required for people with dementia, however, carers identified that in the event of future pandemics, vulnerable people and those who care for them should be protected and not isolated.

What do Carers think of Carer Support in Aberdeen?

We have engaged with Carers in a variety of ways to inform this Strategy including face to face, online, via surveys, through partners and in 1:1 discussion. Feedback included.

“I feel you never get enough support from the professionals. It is with luck that I have a family support network. But parents are getting older and won’t always be there to give the support. Also, my health isn’t the best, but I don’t have time for myself as all my time is consumed by making sure my child is safe and secure which is my main priority.”
Aberdeen City Carer

The Care Inspectorate Inquiry into Adult Social Care Support indicated that those who access support services in Aberdeen are reasonably satisfied but many do not know what is available or don’t believe there is a suitable available service and as a result are struggling.

The Scottish Health and Care Experience Survey indicated a reduction in satisfaction of Carers who feel supported to continue in their caring role in Aberdeen City from 34% in 2019/20 to 32% in 2021/22. Whilst higher than the national percentage of 30% in 2021/22. This still indicates that 66% of Carers do not feel supported in their caring role.



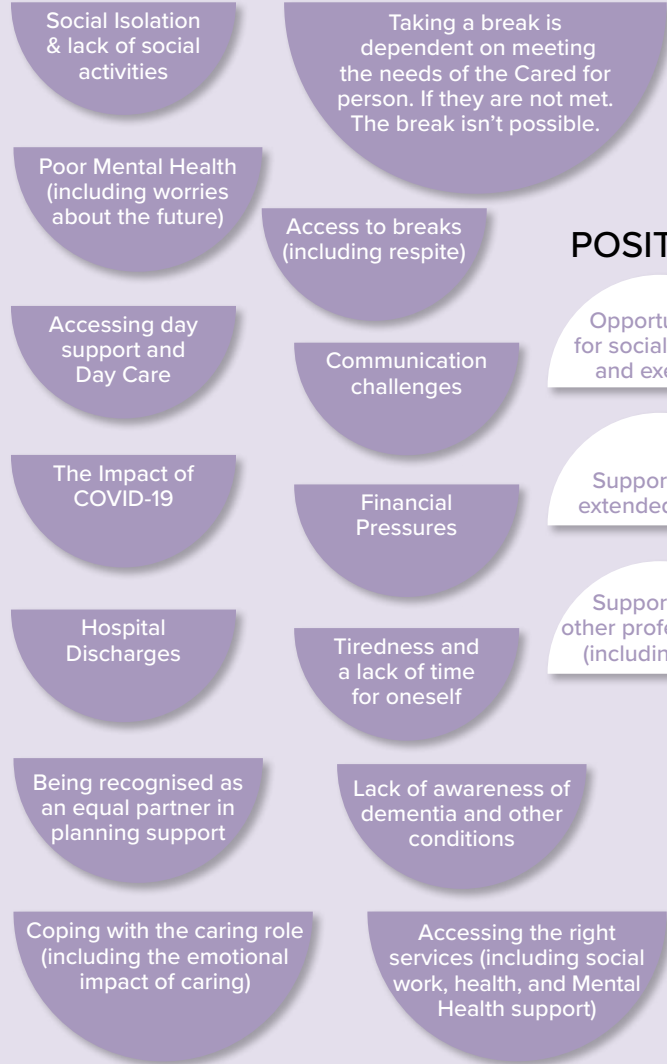
Page 71

“Quarriers have been a huge help to me.”
Aberdeen City Carer

“At present [support], it is advice and guidance, which is always forthcoming. I am so very grateful for this.”
Aberdeen City Carer

The main themes identified by Carers were.

CHALLENGES



POSITIVES



Adult Carers

Young Carers

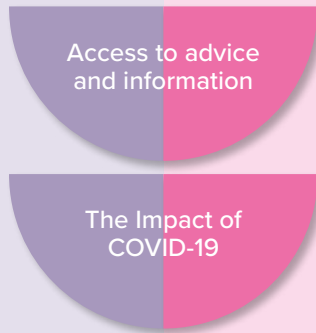
POSITIVES



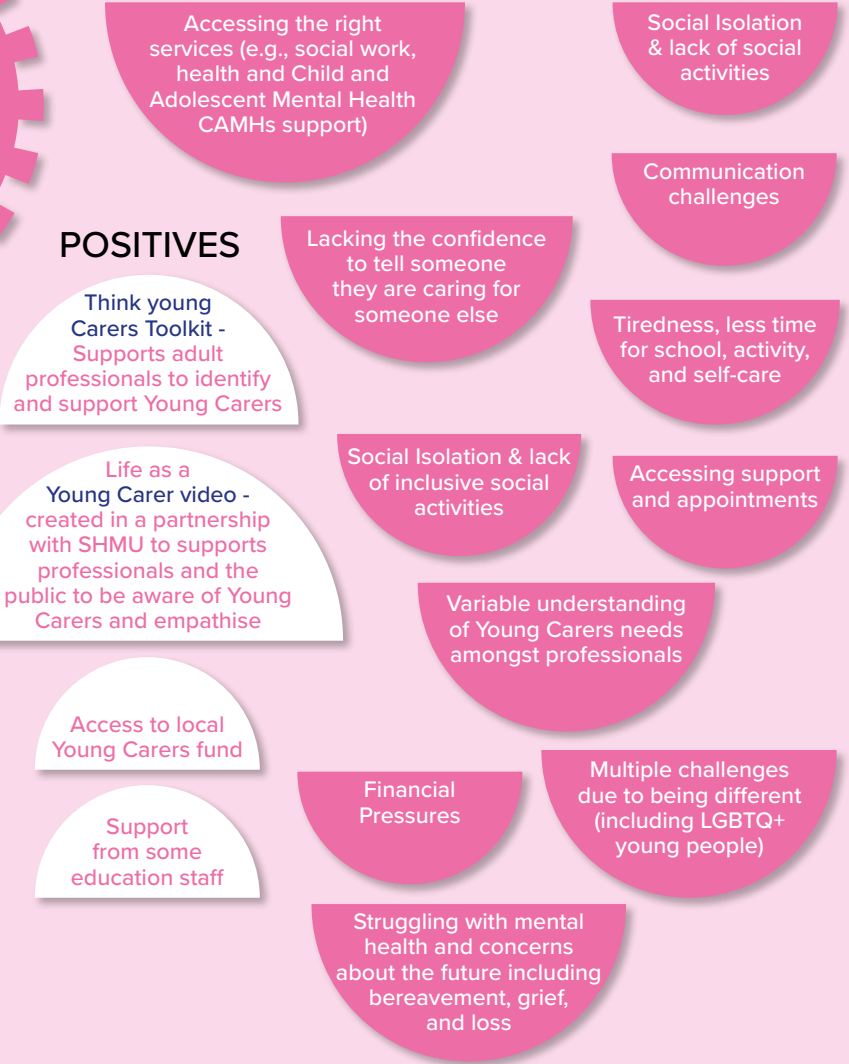
POSITIVES



CHALLENGES



CHALLENGES



Lived Experience Case Study - Sam's story

Sam is a 16-year-old young carer who provides a substantial caring role to their parent who has a diagnosed physical condition which impacts on their ability to manage day to day tasks, for example shopping, personal care, and household tasks. As well as going into their 6th year of secondary education, this young carer has taken on many responsibilities within their caring role and has struggled with their own mental health throughout their childhood. Initially, fortnightly one-to-one sessions were provided by the young carer support service, either face-to-face or virtually during the pandemic to understand the impact of their caring role and to support them to access a break from caring. As the one-to-one sessions progressed, the focus of support changed to allowing the young carer a space to explore healthy coping strategies, to develop a higher level of self-esteem/confidence, developing peer relationships and to enable them to access additional supports to manage their poor mental health.

Alongside a significant package of 1-1 support, this young carer was offered social opportunities through the variety of young carers groups and other young carer activities. They accessed the Young Carers Grant and other financial opportunities to allow them to have a life alongside caring which enabled them to purchase activities during lockdown and fund trips to museums, parks and different cities with their family. The young carer feedback of the services provided are as follows,

“As a young carer who hasn't had support in the past, the services offered to me have been supportive both physically and mentally. It's been great having one on one support as well as the group sessions where I can meet others who are going through the similar things as I am. I find it to be a safe environment so I can express how I feel about what's going on at home and in other areas my life”.

They are currently using their experience of being a young carer within the group opportunities to develop an in-school young carers group. The goal is to raise awareness of young carers within their school, create regular informal group sessions to allow young carers in their school to have a break from caring, and will enable other pupils that are young carers access supports through the school or Barnardo's by use of a 'buddy' like approach.

Priority 1 – Identifying as a Carer and the first steps to support

What we want Carers to be able to say –

"I am supported to identify as a Carer and am able to access information about the support I may need."

This priority focuses on the importance of carer's being recognised by themselves and others and having an easy entry point to support.

On page 13 we presented that there are many Carers across the City that are not being identified and therefore not able to access the support available. People need to know that they are a Carer before appropriate support can be made available. Respondents to our workforce survey highlighted that there are interlinked challenges in taking the first steps to support.

"I'm not sure that I agree that a person needs to define themselves as a Carer in order to access support."

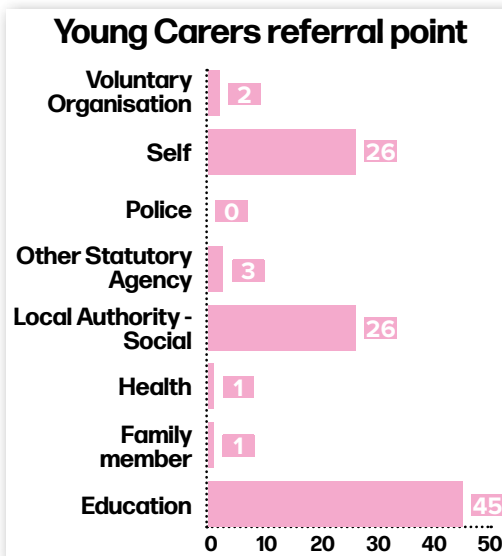
"I would agree that it is a priority to workers to support carers and the importance of carers being recognised by themselves and others and having an easy entry point of support. However sometimes family members/loved ones do not see themselves as a carer and they wish to keep it that way therefore we have to respect their decisions."

"Most unpaid carers do not realise they are a Carer, particularly older people caring for their partner. This group also have difficulty accessing and applying for information online, and we have found this to be one of the biggest issues as most information is not accessed digitally."

This shows that merely encouraging people to state they are a Carer is not enough. Everyone needs to understand what their rights are and what support could be available so they can make an informed decision about whether they want to access it and how they wish to define themselves. Those working with Carers also need to be proactive in identifying Carers and bridging the gap to support.

We also recognise that Carers will inevitably reach out for support at times of crisis or emergency.

Priority 3 highlights the importance of emergency planning on an individual basis however having a workforce who are responsive to unexpected Carer crises and emergencies is also central to our wider approach to awareness raising on support for Carers.



Current routes to identifying as a Carer

Information suggests that Young Carers are most likely to be identified by Education. Adult Carers are most likely to self-refer. The most common reason for Young Carers to seek support is due to the physical health of the cared for person.

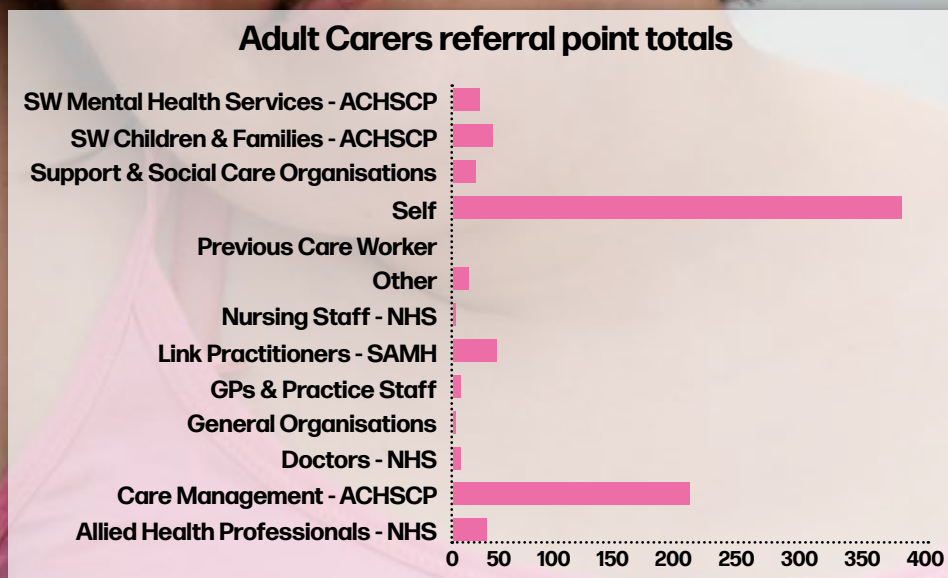
Within Adult services it is also physical health with Dementia in the cared for person being particularly prominent. This information, combined with the gap between those Carers we know about and those Carers we expect to be supporting people within Aberdeen indicates more needs to be done to support Carers to identify themselves and access support, if they choose to.

Our Workforce is a key entry point to support for all Carers. Information from engagement with our workforce indicates that awareness of the support services available is not consistent across our workforce.⁵

Carers told us that it was often difficult to navigate the system and understand how to get support. Many people were not aware of the change of adult support provider, to Quarriers Carer Support, and more awareness of this change and how this support is accessed is required. In order to ensure Young Carers are identified and supported Aberdeen City Council have developed a [range of additional resources](#) to support Young Carers including a [‘Think Young Carer’: A multi-agency Toolkit to support Young Carers](#).



“The biggest impact is because of the difficulty finding out information about support available. Then even when knowing that ‘support’ is available, accessing support is difficult.”
Aberdeen City Carer



⁵ Carers workforce Survey September 2022 indicated confidence in signposting at 3.19 with 1 (not confident) and 5 (very confident).

Lived Experience Case Study – Gary’s Story

This video developed by Young Carers in Aberdeen highlights the many struggles faced by Gary when trying to juggle his caring responsibilities and school.

Gary’s Story Video

It can be used to prompt thinking and discussions with professionals and members of the community on how they would recognise and better support Young Carers.

Recent work carried out by [Glasgow HSCP](#) highlighted the importance of family members being given information about Carers Support Services at the point where a family member receives a diagnosis of any kind. Whilst support may not be needed at that point ensuring that the option of support is available as early as possible is important. We want to encourage all those who come into contact with carers, essentially everyone, to take a Carer sensitive approach and have an awareness of the many challenges Carers can face. With this in mind Carers Support Services are promoted within the wider work of the [ACVO Hospital Homecoming project](#) which aims to facilitate speedier hospital discharge for those who may be isolated utilising third sector resources to support this.

The [Care Inspectorate Inquiry into Adult Carers Support Services](#) indicated that within Aberdeen City the numbers of people accessing Carers Support Services is low however those that do are generally satisfied with the support they receive. Therefore, a key action is to increase awareness of support if we are to improve the overall experience of Carers in Aberdeen City.

Spotlight on developing our approach to supporting Carers from all communities

As part of our work to develop this strategy we have taken a different approach to seeking the views of minority ethnic communities within Aberdeen City. We posed a short series of targeted questions and provided these to Grampian Regional Equality Council’s (GREC) network of health champions via their Community Connectors to support discussions on their views as well as an exchange of information on support currently available. Participants included members of Muslim, African and Polish communities. This identified that those who responded were not familiar with the support which could be available and felt Carers within their communities may not recognise themselves in this role.

We aim to develop a more meaningful approach to learning about all Carers in Aberdeen and how they would like to interact with developing Carers support services. Quarriers Adult Carer Support service had already recognised the need to better understand communities across Aberdeen. They are recruiting to a Diversity Officer role, and we look forward to working together on this approach going forward. During the pandemic work took place to develop information resources for Carers and the wider community. The [AGILE booklet](#) and [web page](#) provides a range of important information on what is available locally for Adult Carers and is translated into a range of languages. Ensuring suitable information is available for all Carers is essential and we will work to improve our range of accessible information.

ACTIONS (linked to Action Plan)

- 1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.**
- 1.2 Improve the knowledge of Carer’s Rights and Carers support services with the Education, Health and Social Care Workforce**
- 1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services**

Lived Experience Case Study – Ellen’s story

“I am a parent carer for my son who is diagnosed with Autism and ADHD. I was really struggling with his behaviour and did not know where to turn for help when a friend advised me to contact Quarriers carers service. I contacted Quarriers who came and visited me at home, and we completed an adult carer support plan together detailing where I felt I needed support. The carer adviser contacted my son’s school and requested that we have a GIRFEC meeting and invite social work along to gain some respite for us as a family.

The adviser also contacted Barnardo’s young carers project and got them to come to our home and discuss support for our daughter who is affected by her brother’s diagnosis and behaviour. The adviser also advised that we get the Child and Adolescent Mental Health Service (CAMHS) involved to support us to manage our sons’ behaviours. I contacted the school, and they completed the referral and invited them to attend the Getting it right for every child (GIRFEC) meeting. The adviser came to the GIRFEC meeting with us and I felt this was the first time since my son was born that someone listened to us and could empathise how caring was having an impact on all the family’s wellbeing. After a few months we were provided with support through social work by giving us regular respite breaks and CAMHS have been instrumental in supporting us with strategies we use to manage our son’s behaviour at home.

My daughter is fully enjoying meeting with other children who have siblings like her brother and loves the activities that Barnardo’s provide. My adviser has also got us some funding to have a break away as a family for the very first time which we really enjoyed. Most of all I have someone I can call who gets me and where I am coming from and can advise me with practical solutions. I have also had regular sessions with a counsellor through Quarriers carers service that has allowed me space and time to think on what I need as a Carer.”



Priority 2 – Accessing Advice and Support

This priority is about Carer specific support and advice which is universally accessible to anyone who identifies as a Carer in Aberdeen City.

Once Carers have been identified we are required to ensure that Carers have access to appropriate advice and support to enable them to be supported in their caring role. The support required will vary significantly depending on the needs of the Carer, their age, community, family circumstances and stage of life. An introduction to the support available from our current support service providers – Barnardos Young Carers Service and Quarriers Carers Support service is included on page 9.

The Quarriers Adult Carer Service took a co-production approach to developing their service alongside Carers to scope what it would look like. These support services do not operate in isolation and support for Carers comes in many forms including from those working in Health and Social Care, Education, the third sector and the wider community is demonstrated in Ellen's Story (Page 23). Important information on a range of support options is available from the [Scotland's Service Directory](#) and [Aberdeen Council of Voluntary Organisations \(ACVO\)](#) who are our third sector interface.

The range of areas where Carers, including Young Carers, may require support include.

- Information on their rights, including those set out in the Carer's Charter
- Income maximisation and links to employment advice (For example Council Tax discount)
- Education and training
- Advocacy/Brokerage
- Peer support
- Support with LGBTQ+ issues
- Health and wellbeing advice, including specific support with Mental health
- Bereavement, grief, and loss support
- Emergency care planning
- Information on Future care planning, including the development of Adult Carer Support Plans (ACSPs) and Young Carer Statements (YCS).
- Signposting to a specialist support service, e.g., Legal advice, Domestic Abuse support
- Substance use support

Spotlight on Quarriers base at Cornhill

The Quarriers Enhanced service predominantly supports Carers where support is required with Mental health issues both for the Carer themselves and the Cared for person. In June 2022 Quarriers launched a base within Cornhill Hospital to provide a space for Carers to meet with Family Wellbeing workers and receive advice and support.

ACTIONS (linked to Action Plan)

- 2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support**
- 2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support**

Lived Experience Case Study – Alex’s Story

Alex is a 7-year-old young carer who supports and cares for his older sibling, James, who has disabilities. Due to James’ complex needs, the family are unable to leave the family home and go out socially due to their sibling being described as very high risk in relation to his safety when outside.

His parents want Alex to have the same opportunities as his peers to have fun, enjoy positive experiences, and be able to experience activities that they, as a family were unable to do due to James’ needs. Alex was offered to be involved in the service on a group only basis. He positively engaged in all the supports offered in a variety of ways; including accessing the Aberdeen City Council Young Carers funding to purchase items that helped with his health and wellbeing such as Lego, a new bike and games. He attended the school holiday programme and thoroughly enjoyed making new friends, meeting other young carers, and having fun. The family attended a joint family activity to Innoflate whereby all the family members joined in. Alex was also identified as someone who would benefit from attending the weekly Music Therapy group to increase his self-confidence and self-esteem. He thoroughly enjoys these therapeutic sessions and always looks forward to the next one. Further support has been offered to the family including signposting to other services and relevant support groups. Alex said of his support, “I enjoy the group, meeting friends there, taking part in the activities and play, I don’t want to miss a single day. Everyone there is kind and I have lots of fun.”

Alex’s Mum said, “Before joining Barnardo’s young carers groups, he was very timid at school. This is because his exposure to activities was very limited due to our difficulties as a family with a special needs child needing a very high level of care. His timidness had an adverse effect on his performance in school because he was so quiet and hesitant to express himself or answer questions even if he knew the answers. He is now visibly a different confident child thanks to his experience in the young carer’s groups. This has directly reflected on his school assessments where he is now on target and above target right across the curriculum”.

What we want Carers to be able to say -

“I am supported as a Carer to Manage my Caring Role.”

Priority 3 – Supporting future planning, decision making and wider Carer involvement

This section is specifically on support with future planning as a Carer both for the Carer and the Cared for person. It also includes how carers can be involved in the wider development of support for carers.

We have split this priority into three key areas.

- Planning Support for the Carer
- Planning Support for the cared for person
- Carer involvement in developing and informing Carers Services and the work of the wider ACHSCP

What we want Carers to be able to say -

“I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive.”

Planning Support for the Carer

All Carers must be offered an Adult Carer Support Plan (ACSP) or a Young Carer Statement (YCS) in accordance with the Carers (Scotland) Act 2016. The expectations of ACSPs and YCSs are included within the [statutory guidance](#) on the Carers (Scotland) Act 2016. Carers will be offered support to complete a support plan (ACSP or YCS) and an **emergency plan**. An emergency plan can be part of an ACSP or sit separately. The completion of an emergency plan allows for an anticipatory focus and allows the Carer to consider the support, they and the Cared for person may need in the advent of an emergency which impacts on their ability to provide care.

What is an Adult Carer Support plan (ACSP)?

An Adult Carer Support Plan provides a tool to support Carers to identify their own personal outcomes (goals they want to achieve) and identify their needs as a Carer. They enable Carers to focus in on what is important to them and what support, if any, they need to continue in their caring role. They may also support Emergency planning. We have a duty to offer an ACSP, Carers are not required to complete one however they are encouraged to do so to support them in identifying what is important to them.

What is a Young Carer Statement (YCS)?

The Young Carer Statement provides an opportunity for the young person to consider their personal outcomes (goals they want to achieve) and identify their needs as a Carer. An important distinction is that is intended to ensure that young carers are seen as children and young people first and foremost and are protected from undertaking caring responsibilities and tasks which are inappropriate having regard to their age and maturity.

In Aberdeen our ACSPs are carried out by the Carer with either a member of the Quarriers Carer Support service or a Social Worker / Care Manager within one of our Adult Social Work teams. YCSs are carried out by the young person supported by the Barnardos Young Carer Service. Whilst the timescale for completion will vary in each circumstance, they should be completed within 6 weeks.

The support required is varied. For some people, the support already provided by the Carer Support Service, outlined in **priority 2**, will support the Carer to achieve their Outcomes. In other circumstances signposting to further services, including those within the third sector, or a package of support will also be needed.

Parent Carers expressed challenges in meeting their own support needs in circumstances where the cared for person is their child. We will work with the support services and third sector organisations to explore all opportunities to support families and find creative approaches to breaks from caring.

Many Carers do so whilst also being in employment. Some Carers are unable to work due to their caring role. It can be difficult to balance the responsibilities of caring and working. We will work with partners to ensure support is available for Carers of working age who require employment support.

Under the Carers (Scotland) Act 2016, each local authority must set the local eligibility criteria which it is to apply in its area for Carers. Local eligibility criteria are the criteria by which the local authority must determine whether it is required to provide support to carers to meet carers' identified needs. 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 Eligibility Criteria framework for Young Carers is outlined in the **'Think Young Carer' : Multiagency Toolkit to support Young Carers.**

The Aberdeen City Eligibility Criteria for Adult Carers was published in 2018. There are 7 indicators in Aberdeen City Health and Social Care Partnership's Eligibility

Criteria: -

1. Health and Wellbeing
2. Relationships
3. Living Environment
4. Employment and Training
5. Finance
6. Life Balance
7. Future Planning (including planning for emergencies) Carers can access

Carers are eligible for formal funded support to be provided if an impact or risk on the Carer from any of the eligibility indicators is deemed to be substantial or critical. Using the discretionary power available under the Act, Aberdeen City Health and Social Care Partnership, in certain circumstances, will consider an approach to interventions where the impact/risk is not critical or substantial but where intervention would be a means to prevent these impacts and risks becoming substantial or critical.



Spotlight on – The Carer SVQ

Many Carers do so on a fulltime basis, often reducing their work hours or giving up work, to care for someone. The ACHSCP has recently introduced the Carer SVQ. This supports Carers to achieve their SVQ 2 Health and Social Care whilst they are caring with their role as Carer providing the evidence base for this qualification. This then enables the Carer to develop their knowledge and skills and potentially seek employment in health and social care in future.

There is a dependency between Adult Carer Support Plans and Eligibility Criteria. The plan needs to be completed in order that the carer's needs and outcomes are identified and that the impact on their lives and the risks to them being able to continue their caring role assessed. Once the level of impact and risk are known they can be assessed against the Eligibility Criteria and a decision made on eligibility to access funded support.

Our Young Carers will often continue to provide support to their loved one as they grow into adulthood. This transition from child to adult is already a sensitive time. Carers, families and our workforce fed back that there can be a support gap between what is provided to children in our Young Carer service and what is provided for adults in our Adult Support Service. Ensuring there is a continuation of support and the right support for young people in this situation is essential. The Young Carer support service currently supports young people in this situation by providing after care support for a period to support transition. The Young Carer service and Adult Carer Service will work together to continue to develop this approach.

Spotlight on – Volunteer Mentoring in the Young Carer service

The Young carer service provides Young Adult Carers will have the opportunity to volunteer or become volunteer mentors for the younger generation of Young Carers – either within group opportunities or as a Befriender. Initially they will have the opportunity to informally volunteer by becoming a 'helper' before going through the formal process of registering as a volunteer and receiving relevant training. This provides opportunities for them to use lived experience to support others and develop skills in volunteering.

ACTIONS (Linked to Action Plan)

- 3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning)**
- 3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning**
- 3.3 Ensure Adult Carers have the opportunity to be leaders in planning their own Support (Future planning)**

Planning Support for the Cared for Person

The Cared for person should always be the lead in the support they receive and this is outlined in the [Social Work \(Scotland\) Act 1968](#) and the [Social Care \(Self-directed Support\) \(Scotland\) Act 2013](#).

Carers play an important role in supporting the person they care for including in decision making about the support the cared for person requires. Every caring relationship is unique however it is important that there is a distinction between the needs of both and that there are supportive mechanisms in place to support this relationship. Where the cared for person chooses to have their Carer involved in planning their support this should be facilitated as much as possible. This includes within the context of hospital discharges where there is a specific requirement within the Carers (Scotland) Act 2016, to identify unpaid Carers and consider their needs in discharge planning. We will continue to work with colleagues across NHS Grampian, including Aberdeenshire HSCP and Moray HSCP to further develop and improve our approach.

At times there can be differences of opinion between the Carer and the cared for person. In this circumstance it is important that both have access to the independent support they need and that those working with them are trauma-informed in their practice and have knowledge of domestic abuse including coercive control. Examples of this would include Advocacy advice for both where an Adult Support and Protection Concern has been raised and routes to independent advice and support for those experiencing domestic abuse.

ACTIONS (Linked to Action Plan)

3.4 Carers have the opportunity to be involved in planning the support of the person they care for.

3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for Person

“Half an hours’ notice to discharge a patient is not good enough.”
Aberdeen City Carer

Carer Involvement in developing and informing Carers Services and the work of the wider ACHSCP

We are committed to ensuring that Carers voices are heard when developing support and services. One way in which Carers can have an important role in representing other Carers in their community and be involved in the wider work of the ACHSCP is as a Carers Representative on the IJB. This is a required role within the IJB and is formally appointed. The Representative sits on the Integration Joint Board and, potentially, other sub-groups including the Carers Strategy Implementation Group (who will monitor delivery of this strategy). The role of the representative is generally taken on over a 3-year period and there are two members who sit on the IJB.

Developing a Carers reference group was identified as an intention within our last Strategy. Progress with this was stalled during the pandemic however we have continued to benefit from the input of our IJB Carers Reps and aim to widen the scope of involvement of Carers in taking forward the Actions outlined in this Strategy using the Coalition of Carers, **'Equal, Expert & Valued' approach** as a benchmark for this. We need to ensure we have a range of Carer's voices representative of the wider community who can provide a Carers perspective on all aspects of delivery of support in Aberdeen.

We also aim to continue to embed this into our approach to the contracts for Carer Support services. This has been the approach to both the Quarriers and Barnardos support services where Carers have had a central role in co-producing what support service and groups are provided based on the needs of those they support.

ACTIONS (Linked to Action Plan)

3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement)



Lived Experience Case Study – Raymond’s Story

Raymond aged 91, cares for his 90-year-old wife, Anne, who has dementia. They have been married for 65 years and have 2 children. Anne first received her dementia diagnosis in 2013. Raymond is fit and healthy for his age, but he says that his caring role is not easy. Raymond does all the shopping, cooking, cleaning, laundry, and medication. He receives Attendance Allowance benefit for Anne, but says it barely covers the costs relating to his caring role. He has tried to make the home as comfortable as possible for his wife as all he wants is for her to be happy, and he is determined to keep her at home as long as he can. He really wants to do the best for his wife.

Raymond says Anne has become very clingy and wants to be with him all the time. When she feels alone, she gets up to look for him. She gets depressed when she sees how much he does for her. Anne is prone to falls and Raymond has to be on guard all the time. Raymond once told a doctor that he felt life was like a stuck gramophone needle at times as Anne is always asking the same questions. “You want to scream, but you can’t”

He finds it difficult to think for two people and wonders what will happen if he’s ill or not there. He goes to bed exhausted and get up tired. He also says he spends a lot of time looking for lost items, hearing aids, teeth, glasses, earrings, etc! He doesn’t like to complain but admits its hard work.

The couple have carers who come twice a week and will take his wife out for 3 hours in the afternoon to allow him some respite, however Raymond states that there is not much you can do in 3 hours. There is carer support in the evening for a night-time settle, and Anne also attends a day centre once a week. A lot of the care and support has been instigated and followed up by their daughter through their local Care Management (Social Work) Team. Raymond says he sees and hears from a lot of people, so it’s difficult to keep track of who’s who and who does what.





What we want Carers to be able to say -

“I have a sense of belonging and a life alongside caring, if I choose to.”

Priority 4 – Community support and services for Carers

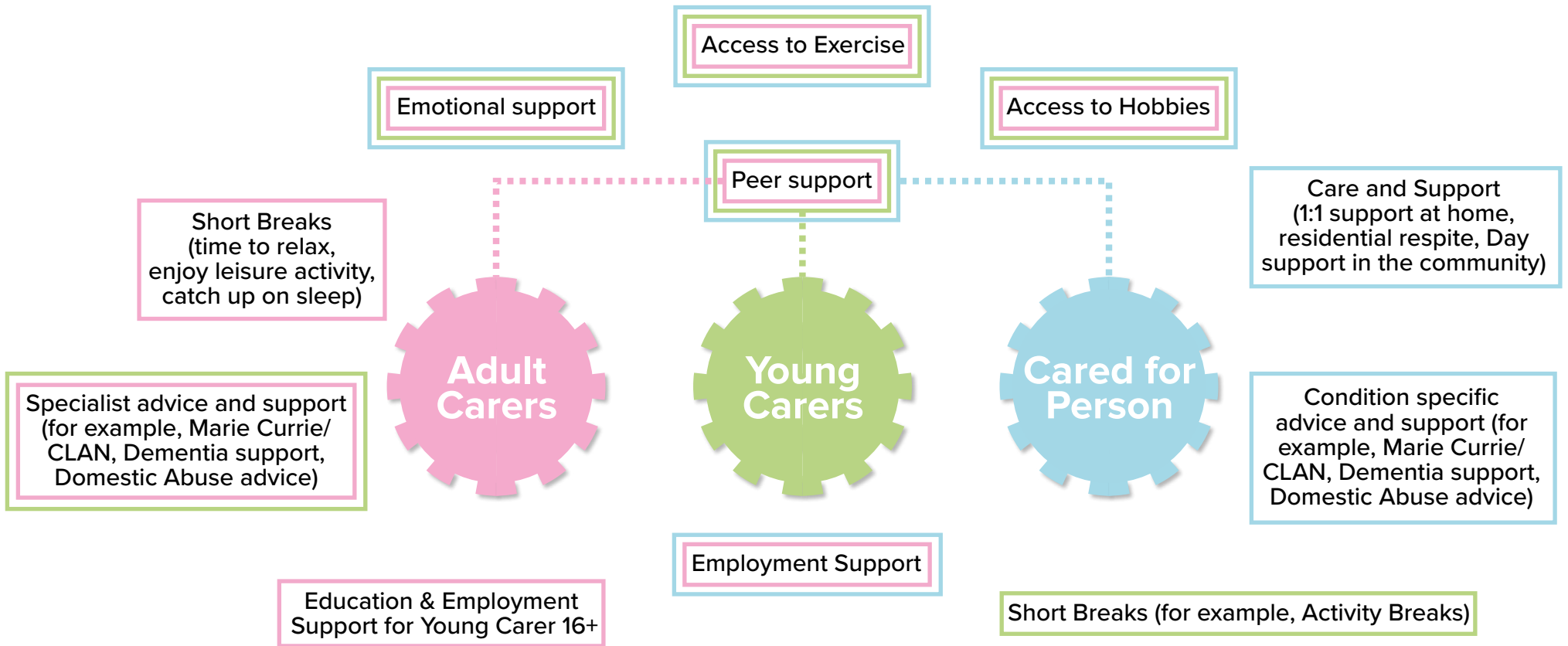
This section is focussed on the practical supports available to Carers to support them to be well connected to their communities and have a life alongside their caring role including hobbies and employment as well as more intensive supports for the Carer and Cared for person when these are needed. There is a strong emphasis on Carer choice here and that no one size fits all.

We have outlined within **Priority 2** our approach to delivering our Carer specific support services and outlined the support we will provide with planning in **Priority 3**. In order for Carers to feel well supported they also require access to breaks from caring and, where required, suitable care for the cared for person. What constitutes the right support will be personal to the Carer and the cared for person. Considerable work has taken place over recent years to take a more holistic approach to support in line with the **principles of self-directed support**, the recommendations of the **Independent review of Adult Social Care** and the Carers Act. These focus on ensuring that Carers have choice and control in relation to the support they can access.

“Access to respite came up repeatedly as a priority. Carers need to be able to take a break and respite should be viewed as integral to carer support. However, a greater range and more imaginative options should be developed for both the supported person and Carers to better meet needs and preferences.”

Independent Review of Adult Social Care

The below outlines a range of supports that may be needed so that Carers and the cared for Person can feel well supported and have a life beyond the caring role.



We have split this priority into three key areas.

- Developing a culture of Creativity to encourage innovative approaches to Carers Support
- Supporting the development of a range of mainstream supports and services to enable Carers to receive a break from caring
- Continue to develop a range of support options for Carers where the Cared For person has high level needs

Develop a culture of Creativity to encourage innovative approaches to Carers Support

One of the unforeseen impacts of the COVID-19 pandemic was a need to quickly rethink how support could still be provided in very different ways. Whilst many services were closed providers worked to develop alternative methods of supporting people. This approach to creativity sets a good foundation for more creative approaches going forward beyond the pandemic.

Spotlight on Creativity within Learning Disabilities services during the Pandemic leading to ongoing change

Archway @ Home (a commissioned respite service for people living with Learning Disabilities)

During the Pandemic while respite services were closed, Archway began providing online activities to provide opportunities for people to keep in touch and have things to do during lockdown. These have proved to be really popular and because of this they are continuing to provide a range of activities and social opportunities for all their service users and families. They have been successful in securing grant funding to cover the costs of employing an Activity Co-ordinator and this role is going from strength to strength with the addition of having somewhere that people can go to meet up together.

Len Ironside Day Centre

During the pandemic, The Len Ironside Centre changed their registration with the Care Inspectorate to provide support at home for the service users who had attended the day centre. They also provided on-line activities and some family and staff were able to overcome their fear of computers. This took time but was a lifeline at the time and allowed staff and families to build on relationships, particularly as some staff worked from home due to shielding. The Centre provided wellbeing packs, summer packs and regular welfare calls to all the families and on special events. At Christmas staff dressed up and did doorstep calls.

The day centre continues to provide some support at home along with support at the day centre with some families preferring to have the support at home as it best meets the needs of their loved one. As a service they are also now able to provide as required care at home support in unexpected or emergency circumstances. This supports the whole system in meeting the needs of service users and is a major change to how this support could be delivered prior to the pandemic.

Within Aberdeen City we have been considering the recommendations of the [Promoting Variety guide](#) published by Shared Care Scotland.

This outlines approaches to Market Shaping for Short Breaks for Carers based on developing an outcome focused collaborative approach to Short Breaks where Carers, Service Users and providers work together to be innovative in meeting the needs of Carers. The ACHSCP will aim to work with the Promoting Variety Programme for 2022-2023 to learn from and collaborate with other Partnerships to develop a range of short break supports for people in Aberdeen City, including creative breaks, respite and day support services.

ACTIONS (linked to Action Plan)

4.1 Promote a culture of Creativity to develop innovative approaches to Carers Support

Support the development of a range of mainstream supports and services to enable Carers to receive a break from Caring

Having “a sense of belonging and a life alongside caring” is not always easy for Carers. Often, they can find themselves so focussed on the needs of the cared for person they can be blind to their own needs. The delivery of this strategy depends on the community working together to support Carers. This includes third sector, Community groups and businesses working together to consider Carers in the way mainstream activities are provided.

For Young Carers it is particularly important that they have opportunities to participate in activities and education that other children are able to and that their individual needs are recognised and supported by those who support them including schools. There are lots of isolating factors being a young carer. They experience different challenges from their peers for example lack of sleep and feeling tired etc. Young Carers described that bullying is prevalent and friendships are even more difficult to navigate. They indicated a need for more opportunities to develop group work to support socialising opportunities and meaning full friendships in a safe environment.

“If young carers are going to build resilience alongside their young caring role, then they need to know that opportunities and activities are available for them to help them lead a full and sustained life, alongside caring. It is important that they can access groups and services which accommodate their schedule and offer a sufficient array of opportunities that can help them succeed in the future”

Workforce Survey respondent

Stay Well - StayConnected

Established as a response to Covid 19, we continue to work with those who are currently well and managing their conditions, to stay well and make better health and wellbeing choices and work with our communities to ensure that opportunities are available to all.



Spotlight on - Stay Well, Stay Connected

Providing the right support to meet the needs of all Carers is very challenging. The Stay Well Stay Connected (SWSC) programme was launched during the pandemic with a focus on community-based activity run in conjunction with other partnerships, health, third sector organisations, community groups, and volunteers.

The SWSC programme applies an intersectional approach which incorporates consideration of adult carers needs. SWSC acknowledges the value that carers bring to the provision of early intervention and prevention of ill health that promotes independence at home. SWSC has four main themes namely Social Isolation, Physical Activity, Mental Wellbeing and Digital Divide.

While all activities are themed, they provide one or more benefits for example, a **relaxed match day experience** at Aberdeen Football Club will have a benefit to a carer attending a mass participation event. These events are inclusive, dementia friendly and both the carer and the person they care for will be able to share the experience together. During the relaxed match day event there are several other benefits such as increased social connections, improved mental wellbeing, engaging in meaningful conversations, sharing food and inclusion in a mainstream activity.

As outlined breaks from caring are an essential support and it is likely that a ‘right to a break’ will be introduced in the near future. In December 2018 the ACHSCP issued our **Short breaks statement** for Carers which committed to the development of outcome-focused Short breaks. The outcomes of a break will be personal to each carer and cared-for person, but may include:

- Having more opportunities to enjoy a life outside/alongside the caring role
- Feeling better supported
- Improved confidence (for example, more confident as a carer)
- Increased ability to cope
- Reduced social isolation and loneliness, for example increasing social circles, connections and activities
- Increased ability to maintain the caring relationship - and sustain the caring role
- Improved health and wellbeing
- Improved quality of life
- Reduced likelihood of breakdown and crisis
- Improved educational attainment
- Reaching positive destinations post school leaving age

Spotlight on Respitality
 Quarriers Carer Support Service have recently opened a Respitality bureau who are dedicated to supporting Carers to access Short Breaks funding through various sources. This includes accessing voucher schemes for hotel breaks and leisure breaks. The Bureau supports Carers to complete any necessary paperwork which aims to lessen the administrative burden Carers often experience and which can put them off applying for additional sources of support.

ACTIONS (linked to Action Plan)
4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed ‘right to a break’ within the National Care Service Bill

Continue to develop a range of support options for Carers where the Cared For person has high level needs

"[I need] me time. To know our loved ones are being well looked after entertained and happy to let us relax and enjoy a well-earned break" **Aberdeen Carer**

Unpaid Carer's expressed to us that they can only really enjoy a break if the Cared for person is also experiencing a good break. Where the cared for person, adult or child, has a high level of need which requires ongoing supervision and support there is an added difficulty in ensuring they have access to meaningful and enjoyable replacement care or support to facilitate the break for the Carer. This may include the support of a personal assistant at home, Respite care in a Care Home or supported living environment and Day support at home or in the community.

The Social Care (Self-directed Support) (Scotland) Act 2013 brought in options for support for eligible Carers and cared for people which emphasise having a choice over whether you want to organise that support yourself, SDS option 1 (direct payment), direct someone else in how to organise it (SDS Option 2), access support which has been commissioned on your behalf (SDS Option 3) or a mixed approach (SDS Option 4). The amount of control Carers wish to have over their support varies. This is why we need a range of options which are developed based on the requirements of Carers in Aberdeen including packages at home, in the community, and where required, residential settings.

"I would like Respite, i.e. Daycentre for person I care for so I know she's safe and in with other people with Dementia. I can then have the break from my role without worrying."

Aberdeen City Carer

Spotlight on Developments in Older Adult Respite provision

Prior to the COVID-19 pandemic planned respite was available within dedicated respite rooms within Rosewell House Care Home. During the pandemic these rooms were repurposed to support the redesign of the frailty pathway from Aberdeen Royal Infirmary. Changing their focus to step-down from hospital or step-up from the community where there is an acute medical need. This change has had a positive impact on ensuring patients can move quickly through hospital and minimise any lengthy delays which may lead to poorer recovery for the patient.

Whilst the re-purposing of the Rosewell rooms was necessary it also meant the provision of planned respite for older people had to be reviewed and a different model developed. Those Carers and Cared for who had accessed Rosewell previously also had to adapt to a different respite environment. As part of 'Stay well, Stay Connected' a survey of carers was undertaken in July 2021. The key findings were that Carers wanted respite based in their local area (Locality) in order that they could maintain their community connections, be close to family and their ordinary health services.

Working with providers we commissioned planned respite contracts in various Care Homes across the City, ensuring residential and nursing home beds were available for advance respite bookings. This has enabled Carers, and the Cared for person, to plan ahead and be able build positive relationships with their local Care Home. This activity has provided a foundation and ongoing engagement with Carers accessing this respite has highlighted areas for further development. This strategy will continue this work to develop a sustainable long-term model for Locality Based respite, increasing capacity.

Additionally in order to enhance the experience for the Cared for person providers, Carers and the ACHSCP are actively involved in co-designing the enhancement of respite stays through the introduction of Technology enabled care (TEC) in order that breaks can be personalised further. The above work was focused on Older Adults requiring respite and therefore exploring and addressing gaps in services for younger adults and Young Carers will also be a focus. We recognise that Respite options are important to Carers. Within Adult Social Work they are in the early stages of developing a short breaks bureau which will allow Carers to consider a range of opportunities available in the City and beyond.

Being a Carer is a challenging role and often this involves supporting a loved one who's health is poor and, in some circumstances, where they require end of life care. Carers and staff from our Support Services highlighted the need to ensure that Carers have support beyond their Caring role in circumstances where the cared for person has died or where they have moved into a different environment, for example, a longer-term Care Home Placement. In both these circumstances the Carer Support Service would continue to work with them and signpost on to additional support services, for example grief counselling.

ACTIONS (linked to Action Plan)

4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill

“Haven't had respite for 2 and a half years and now it seems there is no facilities especially for age group of 54 very physically debilitated but mentally aware.”

Aberdeen City Carer



How we will monitor performance of this Strategy

Monitoring performance is how we will know if what we are trying is working. The Carer Strategy Implementation Group are made up of Partners across the ACSCP, Children's services, the third sector and Carers. They will monitor performance and delivery of the Strategy over the next 3 years. There will be 6 monthly reporting into the Strategic Planning Group and an Annual report to the Integration Joint Board.

The Action Plan published alongside this strategy outlines the specific actions being taken forward as we embark on this strategy however it is a working document and will evolve based on evidence of performance and feedback from Carers on their local needs. This is important as we continue to develop a better understanding of caring Communities we have not yet engaged with.

The Action Plan incorporates actions as follows.

- Those that are ongoing from our previous Strategy, particularly where we have a statutory duty to continue.
- New ideas identified through development of this Strategy and supported by local and national data.
- Actions identified through development of the [ACHSCP Strategic Plan 2022-2025](#).
- Actions identified through the NHS Grampian Plan for our Future
- Actions identified through Community Planning Aberdeen's [Local Outcome Improvement Plan \(LOIP\)](#) and [Resilient, Included Supported Outcome Improvement Group](#) which aims to improve the experience of Carers by 10% by 2023.
- Actions identified through Aberdeen City's [Locality Plans](#)
- Actions identified through the ACHSCP Workforce Plan

Overleaf are four additional steps we will take to monitor this strategy.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Demonstrate an increase in Carers feeling supported. 2021/22 baseline of 32% with 2025/26 target of 42%.	Annual Health and Care Experience survey.	Increase in percentage indicating they feel supported.	Senior Project Manager (Strategy).
Monitor the implementation of the Carers Strategy and report regularly on progress.	Ongoing, Annual reporting to IJB, Children's Board and ACC.	Monitoring of delivery of action plan through CSIG meeting minutes. Annual reports delivered to IJB, Children's Board and ACC.	Carer's Strategy Implementation Group.
Review strategy after 3 years.	November 2025.	Strategy revised, approved, published and implemented.	Carer's Strategy Implementation Group.
Ensure Carers views are surveyed regularly, and the feedback informs future support planning.	Annually, baseline data October 2022.	Survey results and revised plans.	Carer's Strategy Implementation Group.
Yearly review of all systems in place for complaints/feedback, such as Care Opinion, the NHS ombudsman etc, to make sure that any carer issue is identified, resolved, and has provided insights into the carer strategy for future improvement.	Annually.	Feedback incorporated into annual reporting on strategy.	Organisations that could be actively involved in providing feedback would be Quarriers, Barnados, Advocacy Aberdeen, Citizens Advice Bureau (CAB), Care Homes, LGBTQ+ Communities, ethnic minority communities, any others?
Develop performance information on the new D365 records system which will improve our understanding of Carers in Aberdeen. Including: <ul style="list-style-type: none"> Known Carers Carers with ACSPs and YCSs Carers holding SDS Budgets and chosen SDS Options 	Year 1.	Annual reports delivered to IJB, Children's Board and ACC	Carer Strategy Implementation group



Aberdeen City Health & Social Care Partnership

A caring partnership

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Aberdeen City Carers Strategy 2022-2026

"A City for all Carers"



Our plan for supporting all Carers in Aberdeen City

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Summary - Foreword

We are delighted to present this summary of our new Carers Strategy for Aberdeen City. Carers can be both Adult and Young Carers. Carers play an incredibly important role in supporting the people of Aberdeen to remain independent, enjoy life, endure ill health and they also provide emotional support to those they care for. This is often in very challenging circumstances.

Whilst presented by the Aberdeen City Health and Social Care Partnership (ACHSCP) this Strategy has been informed by collaboration and involvement of multiple partners across the city and, most importantly, Carers themselves. There are strong links between this strategy and the [ACHSCP Strategic Plan 2022-2025](#), The NHS Grampian Plan for the Future and Community Planning Aberdeen's [Local Outcome Improvement Plan \(LOIP\)](#).

The Strategy focuses on 4 Strategic Priorities.

Priority 1 – Identifying as a Carer and the first steps to support.

Priority 2 – Accessing advice and support

Priority 3 – Future Planning, decision-making and wider Carer involvement

Priority 4 – Community Support and services for Carers

This summary is accompanied by a more detailed Carers Strategy Document and Action Plan. The detailed strategy includes lived experience examples and examples of Carers Support in practice.

This Strategy is an action within the 'Caring Together' aim of the ACHSCP Strategic Plan. How this fits together with wider health and social Care priorities is demonstrated in the 'Plan on a Page'. Carers Strategy Aim;

“We will demonstrate overall improvement in all four priority areas by receiving a minimum of 40% positive responses to our Carer Experience statements (what we want Carers to be able to say about their support) when surveyed in 2026”

Plan on a Page

A CITY FOR ALL CARERS - ABERDEEN CITY CARER STRATEGY 2023 - 2026 Aim: We will demonstrate overall improvement in all four priority areas by receiving a minimum of 40% positive responses to our Carer Experience statements (what we want Carers to be able to say about their support) when surveyed in 2026			
Aberdeen City Strategic Plan Priority - 'Caring Together' Strategic Enablers - WORKFORCE - TECHNOLOGY - FINANCE - RELATIONSHIPS - INFRASTRUCTURE These enablers are the key resources which will support the implementation of the Aberdeen City Carer Strategy 2023 - 2026			
PRIORITY 1 - Identifying as a Carer and the first steps to support	PRIORITY 2 - Access to advice and support for Carers	PRIORITY 3 - Supporting future planning, decision making and wider Carer involvement	PRIORITY 4 - Community support and services for Carers
What we want Carers to be able to say about their Support			
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; width: 20%;"> "I am supported to identify as a Carer and am able to access information about the support I may need." </div> <div style="border: 1px solid gray; padding: 5px; width: 20%;"> "I am supported as a Carer to Manage my Caring Role." </div> <div style="border: 1px solid gray; padding: 5px; width: 20%;"> "I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive." </div> <div style="border: 1px solid gray; padding: 5px; width: 20%;"> "I have a sense of belonging and a life alongside caring, if I choose to." </div> </div>			
What will each priority focus on?			
▶ This priority focuses on the importance of carer's being recognised by themselves and others and having an easy entry to support.	▶ This priority focuses on support and advice which is universally accessible to anyone who identifies as a Carer in Aberdeen City.	▶ This priority focuses more specifically on support with future planning as a Carer and accessing more intensive support where the caring role requires this both for the Carer and the Cared for person. It also includes how carers can be involved in the wider development of support for carers.	▶ This priority is focussed on the practical supports available to Carers to support them to be well connected to their communities and have a life alongside their caring role including hobbies and employment. There will be a strong emphasis on Carer choice here and that no one size fits all.
What actions will we take to achieve these priorities?			
1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer. 1.2 Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce. 1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services	2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support. 2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support.	3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning). 3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning. 3.3 Ensure Adult Carers have the opportunity to be leaders in planning their own Support (Future planning). 3.4 Carers have the opportunity to be involved in planning the support of the person they care for. 3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for Person. 3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement).	4.1 Promote a culture of Creativity to encourage innovative approaches to Carer Support. 4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill. 4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill.

The Law

[Carers \(Scotland\) Act 2016](#)

The Act represented a shift from previous reactive approaches to Carers support to one with Prevention at the centre introducing new rights for Carers and duties for Local Authorities and Health and Social Care Partnerships.

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
- Short Breaks Statement

The Act is accompanied by [statutory guidance](#) and the [Carers Charter](#) which outlines the key rights Carers have.

The Scottish Government have developed a Strategy this highlights important areas for development of support for Carers which have been incorporated within this Strategy.. We also expect legislative change as a result of the [National Care Service \(Scotland\) Bill](#). This Bill is informed by the [Independent Review of Adult Social Care](#) which highlighted a range of recommendations for social care in Scotland. Our Action Plan for this strategy will be responsive to any additional actions as a result of this.

Introduction

This Strategy is the second one for the ACHSCP. Our strategy is for all Carers who provide support in Aberdeen whether they be Young Carers caring for siblings or parents, Parent Carers caring for children of all ages or Adult Carers caring for family, friends or neighbours.

The Aberdeen City approach to Carer's support

Responsibility for developing a Carer Strategy for Aberdeen City sits with the Aberdeen City Health and Social Care Partnership (ACHSCP) however this strategy represents a combined approach to support for Carers which connects across various partners including those within Aberdeen City Council, NHS Grampian and the third sector. Carers come from all walks of life and will come into contact with a range of health, social care and education organisations. For example, Young Carers and Parent Carers are in frequent contact with Education and Children's services provided by Aberdeen City Council. Support to Carers is also an important element of the [Aberdeen City Local Improvement Plan \(LOIP\)](#) which includes a project aimed at improving the experience of Adult Carers. This is also incorporated within our Action Plan.

"We need Organisations to listen when we ask for help." – Aberdeen Carer

A Carer Strategy would be nothing without the perspective of Carers themselves. There have been many challenges to engaging with Carers during a pandemic and we are grateful to those Carers who have taken the time to contribute to this Strategy through various engagement sessions, surveys and in more formal roles, including our IJB Carer Representatives.

Commissioned Carer Support Services in Aberdeen

Under the Carers (Scotland) Act 2016 each local authority must establish and maintain an information and advice service, covering a range of mandatory areas for carers either resident in that local authority area, or caring for someone in that local authority area. There are currently two support services in Aberdeen City which are contracted to provide a dedicated support service for Carers.¹

[Barnardos Young Carer's service](#)

"Barnardo's Aberdeen Young Carers Service supports young carers in Aberdeen City to live a happy and fulfilled life alongside caring. Our aim is to develop the service to support young carers with individual identified needs, reduce the impact of caring, allow them to receive a short break from caring, help to reduce social isolation, improve wellbeing and increase their resilience.

¹ These contracts are regularly reviewed based on expected levels of performance. Contracts are subject to change based on local service demand.

“Barnardos have a range of support opportunities on offer for Young Carers including.

- One-to-one support
- Advocacy on behalf of the Young Carers or their families to support them in having their voice heard and needs recognised with other professionals, schools etc
- Volunteer Befriender’s
- A range of support groups for children of all ages, including monthly LGBT+ groups for 11-14 and 15+ age groups
- Access to music, sports and arts therapy and groups including during school holidays.
- Developing partnerships with the community and third sector to support Young Carers Financial support opportunities through the Aberdeen City Council Young Carers Grant, Social Security Scotland, Young Scot and other funding platforms for both Young Carers and their Families
- Signposting to other organisations and professionals within Aberdeen City and Nationally to gain tailored support for Young Carers and their Families
- SVQ in Health and Social Care for Young Carers over 16 or Adult Carers in partnership with Bon Accord Care
- Weekly Adult Support Group for Adult Carers, Cared For and other adult family members involved with the Young Carer to receive peer support and information
- Volunteering opportunities for Young Carers over 16 and adults involved with the service”
- Provide training to partners and schools on identifying and how to support young carers, introducing staff to the ‘Think young carers’ toolkit

Quarriers Aberdeen Carers Support Service

Aberdeen Carers Support Service, based at 37 Albert Street, Aberdeen, is a co-produced service working in partnership with carers. They offer all carers who register with the service an Adult Carer Support Plan which can give an accurate reflection of the care role provided and record any negative impacts it might be having on the carer’s health and wellbeing. Together Family Wellbeing Workers, Carer Advisors and carers can then record the outcomes they would like to achieve and work together to meet them.

The service produces a [quarterly newsletter](#) with input from carers and information for carers. Online training is offered as well as support groups for parent carers, a men's group, a woman's mental health group, a health and wellbeing book group and dementia support group. The service now has a new Respite Bureau that carers can call on 01224 914035 or visit in person during office hours where the staff will be able to look at carers' break funding such as Time to Live grants or Respite breaks.

Quarriers also offer an Enhanced Service for Adult Carers. The main aim of the enhanced service is.

- To work innovatively to co design services which enable the early identification of carers and ensure accessibility to services and information to a wide range of people.
- In a situation where there is an added complexity. This could be the complexity of the cared for person, carer or where there is a co-dependency within a relationship between carer and cared for person, and more intensive and specialist support is required.
- Support carers who could present with complex roles which will vary but could include Complexity due to substance or alcohol misuse or Complexity due to mental health condition which may include dementia.
- Connect and provide support to harder to reach, caring situations
- Connect with and provide the necessary support to carers to achieve individual outcomes through a carer support plan where appropriate

For carers who are online they have a Facebook page at <https://www.facebook.com/aberdeencarerssupportservice> and you can access useful information through the Virtual Carers Centre at <https://carers.quarriers.org.uk/>. If you would like to register, please call on 01224 914036.

Who are Carers?

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 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 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.

Kinship carers

A kinship carer (usually a relative or close friend looking after a child in place of their parents) can be a carer under the Act, even where they have a kinship carer agreement with the local authority. This is only for kinship carers who meet the other requirements of the meaning of 'carer' above, so not where the care is simply because of the child's age.

Sometimes Carers (as defined in the Act) are referred to as 'Unpaid Carers' to show a difference between those the Act refers to and a paid carer role. For clarity this strategy refers to 'Carers' as those who meet the definition as above. We also refer to the person being cared for as the 'Cared For person'. In other documents the Cared For person may be listed as the Supported Person, Patient, Service User, Adult or Child.

Many people who meet this definition are not aware that they do and may not see themselves as Carers. Often, they consider their role as simply part of being a spouse, parent, child or friend. Supporting those who are eligible for support to identify as Carers is highlighted in **Priority 1**.

Being a Carer can have multiple impacts both positive and negative. Caring relationships are varied and span all ages, communities and socio-economic groups. Some examples include but are not limited to.

- Caring for a partner or spouse living with dementia
- Caring for a child with profound and multiple disabilities
- Caring for a parent living with mental health issues
- Caring for a sibling living with disabilities
- Caring for a friend living with substance misuse issues
- Caring for your older parent or spouse when you yourself are older and have your own need for care and support

Many of our Carers may have their own needs beyond their caring role.

The experience of Young Carers can vary from Adult Carers. The [Carers Census Scotland](#) outlined that nationally, “in 2020-21, adult carers were more likely than young carers to experience impacts on their health (56% compared to 27%), finance (34% compared to 20%) and future plans (43% compared to 19%). These differences were slightly more pronounced in 2019-20. Young carers were more likely to experience an impact on their emotional well-being due to their caring role than adult carers in both years. In 2020-21, data suggested that 89% of young carers experienced an impact on their emotional well-being, compared to 74% of adult carers”.

How many Carers are supporting people in Aberdeen?

It is difficult to come to an accurate figure for how many carers there are in Aberdeen. Our available estimates are based on figures gathered before the COVID-19 pandemic. It is also important to note that many Carers travel into Aberdeen to care for a friend or loved one. The responsibility to support them lies with us as the home of the cared for person.

[The 2011 Census](#) estimated that there were **222,793** people living in Aberdeen and that **15,571** are Carers. With **6,229** stating that they provide more than 20 hours of unpaid care per week. [The Scottish Health Survey \(SHeS\)](#) presents that 11% of Aberdeen’s population identify

as a Carer. This is lower than the national average of 15%. This would take us to a figure of **24,507**. Of these numbers there are estimated to be approximately **2000** Young Carers.

There is a significant gap between these estimates and those Carers known to services in Aberdeen.²

Adult Carers open to Quarriers Adult Carer Support Service (including enhanced support service)	803
Adult Carers known to Social Work services (with an adult Carer Support Plan in Place) ³	620
Young Carers open to Barnardos Young Carer Support Service	135
Young Carers known to Children's services (education)	51

National statistics indicate that women are more likely than men to report providing regular unpaid care. This is reflected in our local data with 58% of supported Young Carers identifying as female and 77% of supported Adult Carers identifying as female.

Aberdeen City has a diverse population. In 2021 Community Planning Aberdeen published, '[Aberdeen City: Population Needs Assessment](#)', which outlines the diverse make up of our population. Making stronger links to communities is identified in our action plan and will be taken forward with partners from our commissioned support services and the ACHSCP's Equality and Human Rights sub-group. This includes, but is not limited to; Minority ethnic communities, those experiencing low income or poverty and LGBTQ+ communities. It is important to recognise that Carers can often experience multiple additional challenges in relation to inequalities due to the impact of their caring role.

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under this legislation and that no carer is disadvantaged due to age; disability; gender

² Information based on most recent monitoring reports August & September 2022. It is not possible to determine if a Carer may be included in more than one of these figures as they are from separate data sources.

³ Recently the management system for Social Work records has been replaced. The previous system was not able to always provide the level of detail we would like on the circumstances of Carers in Aberdeen City. We will work to improve the information which can be pulled from the new system to support a better understanding of carers needs.

reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

Whilst our statutory responsibility lies with supporting Carers who care for people in Aberdeen, we also recognise that many of our own workforce are also Carers, and this can have a significant impact on their wellbeing. This is considered within the ACHSCP Workforce Plan (Link to be included when published).

Carers and COVID-19

“Many people have deteriorated seriously during the pandemic and are less able to partake in activities.” - Aberdeen City Carer

The COVID-19 pandemic had a substantial impact on all Carers. The stopping of many face-to-face support services during lockdown removed the ability of Carers to access support and breaks from caring which they relied upon to maintain their caring role. Subsequent lockdowns and understandable concerns for the potential of catching COVID-19 also made it less likely that Carers re-engaged in face-to-face services when they were available.

For Young Carers the closure of Schools had a big impact on their education and emotional wellbeing leading to them missing out on opportunities to socialise, learn and have a break from their caring role.

[A Carers Trust survey](#) published in July 2020 on the impact of Coronavirus on Young Carers showed a steep decline in the mental health and wellbeing of the hundreds of thousands of young people across Scotland who provide unpaid care at home for family members or loved ones, both Young Carers and Adult Carers, particularly where the cared for person had substantial support needs.

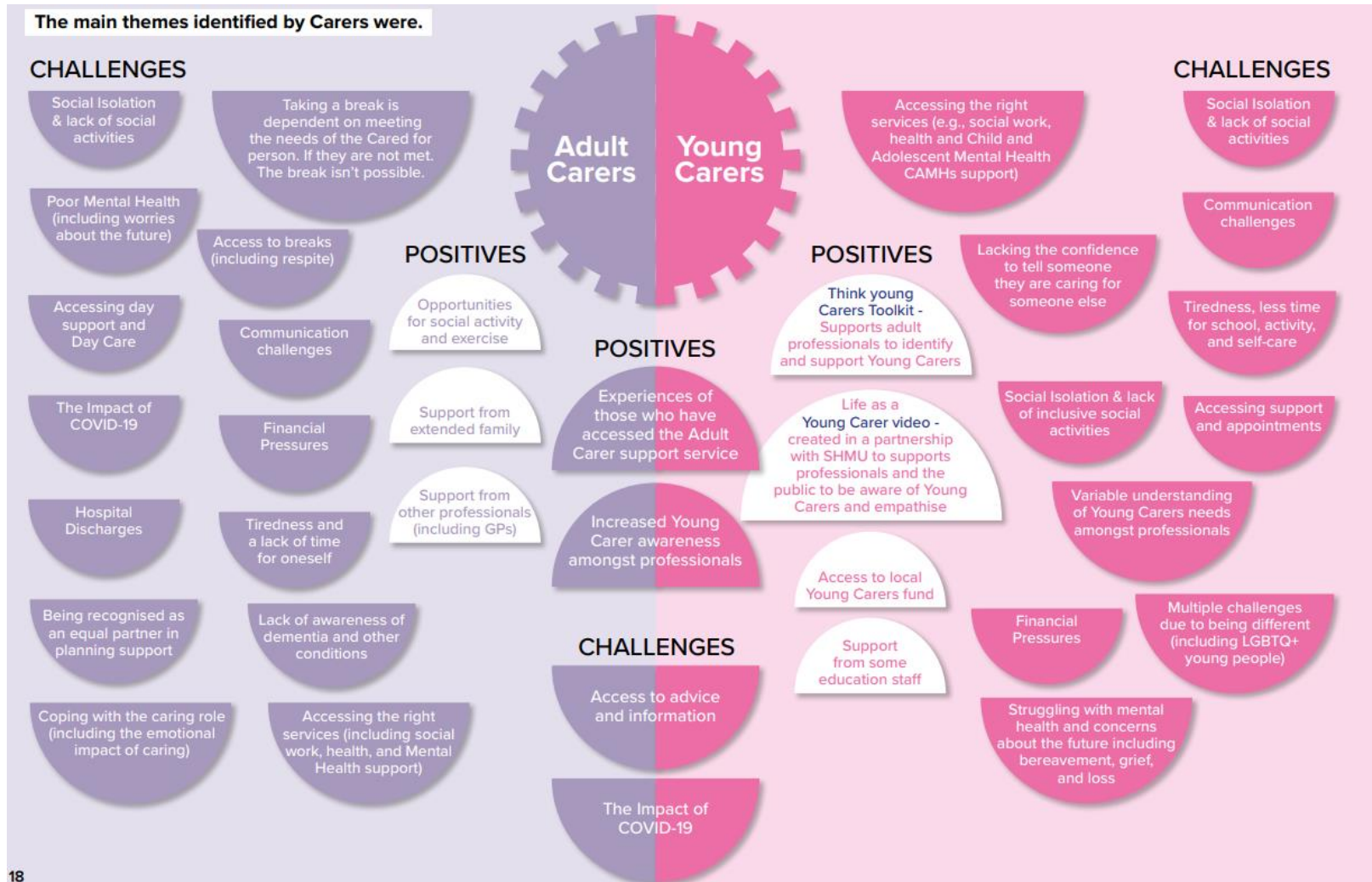
For those Carers and cared for people with health conditions the pandemic has led to longer waiting times for treatment and in some circumstances poorer health as a result.

The legacy of the pandemic may also result in a new group of Carers who are supporting someone with the symptoms of Long Covid. The longer-term impacts of this and impact on Carers is not yet fully understood but we will be required to consider how to best support this group.

An unexpected impact of the COVID-19 restrictions, reported by both staff and Carers included an increased understanding and use of technology. This facilitated communication, information sharing and supporting and connecting with others.

What do Carers think of Carer Support in Aberdeen?

We have engaged with Carers in a variety of ways to inform this Strategy including face to face, online, via surveys, through partners and in 1:1 discussion.



Priority 1 – Identifying as a Carer and the first steps to support

This priority focuses on the importance of carer’s being recognised by themselves and others and having an easy entry point to support.

Recognised Challenge

We recognise that there is a knowledge gap amongst our workforce and the wider public in Aberdeen City about Carer rights and Carer Support and this requires targeted action to ensure people are kept informed.

What we want Carers to be able to say –

“I am supported to identify as a Carer and am able to access information about the support I may need”

There is a significant gap between these estimates and those Carers known to services in Aberdeen.⁴

Many Carers across the City are not being identified and therefore not able to access the support available. People need to know that they are a Carer before appropriate support can be made available. Respondents to our workforce survey highlighted that there are interlinked challenges in taking the first steps to support. A recent survey of our workforce indicated that encouraging people to state they are a Carer is not enough. Everyone needs to understand what their rights are and what support could be available so they can make an informed choice. Those working with Carers also need to be proactive in identifying Carers and bridging the gap to support.

We also recognise that Carers will inevitably reach out for support at times of crisis or emergency. **Priority 3** highlights the importance of emergency planning on an individual basis however having a workforce who are responsive to unexpected Carer crises and emergencies is also central to our wider approach to awareness raising on support for Carers.

Current routes to identifying as a Carer

Information suggests that Young Carers are most likely to be identified by Education. Adult Carers are most likely to self-refer.

⁴ Information based on most recent monitoring reports August & September 2022. It is not possible to determine if a Carer may be included in more than one of these figures as they are from separate data sources.

The most common reason for Young Carers to seek support is due to the physical health of the cared for person. Within Adult services it is also physical health with Dementia in the cared for person being particularly prominent.

“The biggest impact is because of the difficulty finding out information about support available. Then even when knowing that ‘support’ is available, accessing support is difficult” – Aberdeen City Carer

Information from engagement with our workforce indicates that awareness of the support services available is not consistent.⁵ Carers told us that it was often difficult to navigate the system and understand how to get support. Many people were not aware of the change of adult support provider, to Quarriers Carer Support, and more awareness of this change and how this support is accessed is required. We want to encourage all those who come into contact with carers, essentially everyone, to take a Carer sensitive approach and have an awareness of the many challenges Carers can face.

In order to ensure Young Carers are identified and supported Aberdeen City Council have developed a range of additional resources to support Young Carers including a ‘Think Young Carer’ : A multi-agency Toolkit to support Young Carers.

⁵ Carers workforce Survey September 2022 indicated confidence in signposting at 3.19 with 1 (not confident) and 5 (very confident).

Lived Experience Case Study – Gary’s Story

This video developed by Young Carers in Aberdeen highlights the many struggles faced by Gary when trying to juggle his caring responsibilities and school.

Gary’s Story Video

It can be used to prompt thinking and discussions with professionals and members of the community on how they would recognise and better support Young Carers.

During the pandemic work took place to develop information resources for Carers and the wider community. The AGILE booklet and [web page](#). provides a range of important information on what is available locally for Adult Carers and is translated into a range of languages. Ensuring suitable information is available for all Carers is essential and we will work to improve our range of accessible information.

ACTIONS

- 1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.**
- 1.2 Improve the knowledge of Carer’s Rights and Carers support services with the Education, Health and Social Care Workforce**
- 1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services**

Priority 2 – Accessing Advice and Support

This priority is about Carer specific support and advice which is universally accessible to anyone who identifies as a Carer in Aberdeen City.

Recognised Challenge

Priority 2 focuses on developing our support services with those who access them. We know that those who currently use the services find them supportive however we also know that many Carers do not access them. We need to be informed by new Carers on how to adapt our offer of support, as needed, to meet the needs identified.

What we want Carers to be able to say - “I am supported as a Carer to Manage my Caring Role”

We need to ensure Carers have access to appropriate advice and support to enable them to be supported in their caring role. The support required will vary significantly depending on the needs of the Carer, their age, community, family circumstances and stage of life.

Our Commissioned support services do not operate in isolation and support for Carers comes in many forms including from those working in Health and Social Care, Education, the third sector and the wider community. Important information on a range of support options is available from the [Scotland’s Service Directory](#) and [Aberdeen Council of Voluntary Organisations \(ACVO\)](#) who are our third sector interface.

The range of areas where Carers, including Young Carers, may require support include.

- Information on their rights, including those set out in the Carer’s Charter
- Income maximisation and links to employment advice (For example Council Tax discount)
- Education and training
- Advocacy/Brokerage
- Peer support
- Support with LGBTQ+ issues
- Health and wellbeing advice, including specific support with Mental health
- Bereavement, grief and loss support
- Emergency care planning
- Information on Future care planning, including the development of Adult Carer Support Plans (ACSPs) and Young Carer Statements (YCS).
- Signposting to a specialist support service, e.g., Legal advice, Domestic Abuse support
- Substance use support

ACTIONS

2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support

2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support

Priority 3 – Supporting future planning, decision making and wider Carer involvement

This section is specifically on support with future planning as a Carer both for the Carer and the Cared for person. It also includes how carers can be involved in the wider development of support for carers.

Recognised Challenge

Priority 3 focuses on ensuring Carers are involved in decision-making processes both personally and strategically (by being involved in decisions made by the ACHSCP which affect Carers). Carers continue to feedback that they are not always involved in decisions which impact them and this needs to improve. A Carers' reference group was an aspiration of our first Strategy, and this was stalled due to the pandemic. In order to ensure all Carers voices are heard this is a key action.

What we want Carers to be able to say - "I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive"

We have split this priority into three key areas.

- Planning Support for the Carer
- Planning Support for the cared for person
- Carer involvement in developing and informing Carers Services and the work of the wider ACHSCP

Planning Support for the Carer

All Carers must be offered an Adult Carer Support Plan (ACSP) or a Young Carer Statement (YCS) in accordance with the Carers (Scotland) Act 2016. The expectations of ACSPs and YCSs are included within the [statutory guidance](#) on the Carers (Scotland) Act 2016. Carers will be offered support to complete a support plan (ACSP or YCS) and an **emergency plan**. An emergency plan can be part of an ACSP or sit separately. The completion of an emergency plan allows for an anticipatory focus and allows the Carer to consider the support, they and the Cared for person may need in the advent of an emergency which impacts on their ability to provide care.

What is an Adult Carer Support plan(ACSP)?

An Adult Carer Support Plan provides a tool to support Carers to identify their own personal outcomes (goals they want to achieve) and identify their needs as a Carer. They enable Carers to focus in on what is important to them and what support, if any, they need to continue in their caring role. They may also support Emergency

planning. We have a duty to offer an ACSP, Carers are not required to complete one however they are encouraged to do so to support them in identifying what is important to them.

What is a Young Carer Statement (YCS)?

The Young Carer Statement provides an opportunity for the young person to consider their personal outcomes (goals they want to

achieve) and identify their needs as a Carer. An important distinction is that is intended to ensure that young carers are seen as children and young people first and foremost and are protected

from undertaking caring responsibilities and tasks which are inappropriate having regard to their age and maturity.

In Aberdeen our ACSPs are carried out by the Carer with either a member of the Quarriers Carer Support service or a Social Worker / Care Manager within one of our Adult Social Work teams. YCSs are carried out by the young person supported by the Barnardos Young Carer Service. Whilst the timescale for completion will vary in each circumstance, they should be completed within 6 weeks.

The support required is varied. For some people the support already provided by the Carer Support Service is what is required. In other circumstances signposting to further services, including those within the third sector, or a package of support will also be needed. Parent Carers expressed challenges in meeting their own support needs in circumstances where the cared for person is their child. Those in employment expressed challenges in balancing work and caring responsibilities. We will work with the support services and third sector organisations to explore all opportunities to support families and find creative approaches to breaks from caring.

Under the Carers (Scotland) Act 2016, each local authority must set the local eligibility criteria which it is to apply in its area for Carers. Local eligibility criteria are the criteria by which the local authority must determine whether it is required to provide support to carers to meet carers' identified needs. This includes support provided to Carers as part of a self-directed support package. Carers are eligible for formal funded support to be provided if an impact or risk on the Carer from any of the eligibility indicators is deemed to be substantial or critical. Using the discretionary power available under the Act, ACHSCP, in certain circumstances, will consider an approach to interventions where the impact/risk is not critical or substantial but where intervention would be a means to prevent these impacts and risks becoming substantial or critical.

The Eligibility Criteria framework for Young Carers is outlined in the 'Think Young Carer' : Multiagency Toolkit to support Young Carers.

Our Young Carers will often continue to provide support to their loved one as they grow into adulthood. This transition from child to adult is already a sensitive time. Ensuring there is a continuation of support and the right support for young people in this situation is essential. The Young Carer service and Adult Carer Service will work together to continue to develop this approach.

ACTIONS

3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning)

3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning

3.3 Ensure Adult Carers have the opportunity to be leaders in planning their own Support (Future planning)

Planning Support for the Cared for Person

“Half an hours’ notice to discharge a patient is not good enough.” – Aberdeen City Carer

The Cared for person should always be the lead in the support they receive and this is outlined in the [Social Work \(Scotland\) Act 1968](#) and [the Social Care \(Self-directed Support\) \(Scotland\) Act 2013](#). Carers play an important role in supporting decision making about the support the cared for person requires. Every caring relationship is unique, and it is important that there is a distinction between the needs of both and that there are supportive mechanisms in place to support this relationship.

Where the cared for person chooses to have their Carer involved in planning their support this should be facilitated as much as possible. This includes within the context of hospital discharges where there is a specific requirement within the Carers (Scotland) Act 2016, to identify unpaid Carers and consider their needs in discharge planning. We will continue to work with colleagues across NHS Grampian, including Aberdeenshire HSCP and Moray HSCP to further develop and improve our approach.

At times there can be differences of opinion between the Carer and the cared for person. In this circumstance it is important that both have access to the independent support they need. Examples of this would include Advocacy advice for both where an Adult Support and Protection Concern has been raised and routes to independent advice and support for those experiencing domestic abuse.

ACTIONS

3.4 Carers have the opportunity to be involved in planning the support of the person they care for.

3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for Person

Carer Involvement in developing and informing Carers Services and the work of the wider ACHSCP

We are committed to ensuring that Carers voices are heard when developing support and services. One way Carers can have an important role in representing other Carers is as a Carers Representative on the Integration Joint Board (IJB). The Representative sits on the Board and, potentially, other sub-groups including the Carers Strategy Implementation Group (who will monitor delivery of this strategy).

Developing a Carers reference group was identified as an intention within our last Strategy which was not achievable due to the pandemic. We have recommitted to this in the new strategy. We need to ensure we have a range of Carer's voices representative of the wider community who can provide a Carers perspective on all aspects of delivery of support in Aberdeen. We also aim to continue to embed this into our approach to the contracts for Carer Support services.

ACTIONS

3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement)

Priority 4 – Community support and services for Carers

This section is focussed on the practical supports available to Carers to support them to be well connected to their communities and have a life alongside their caring role including hobbies and employment as well as more intensive supports for the Carer and Cared for person when these are needed. There is a strong emphasis on Carer choice here and that no one size fits all.

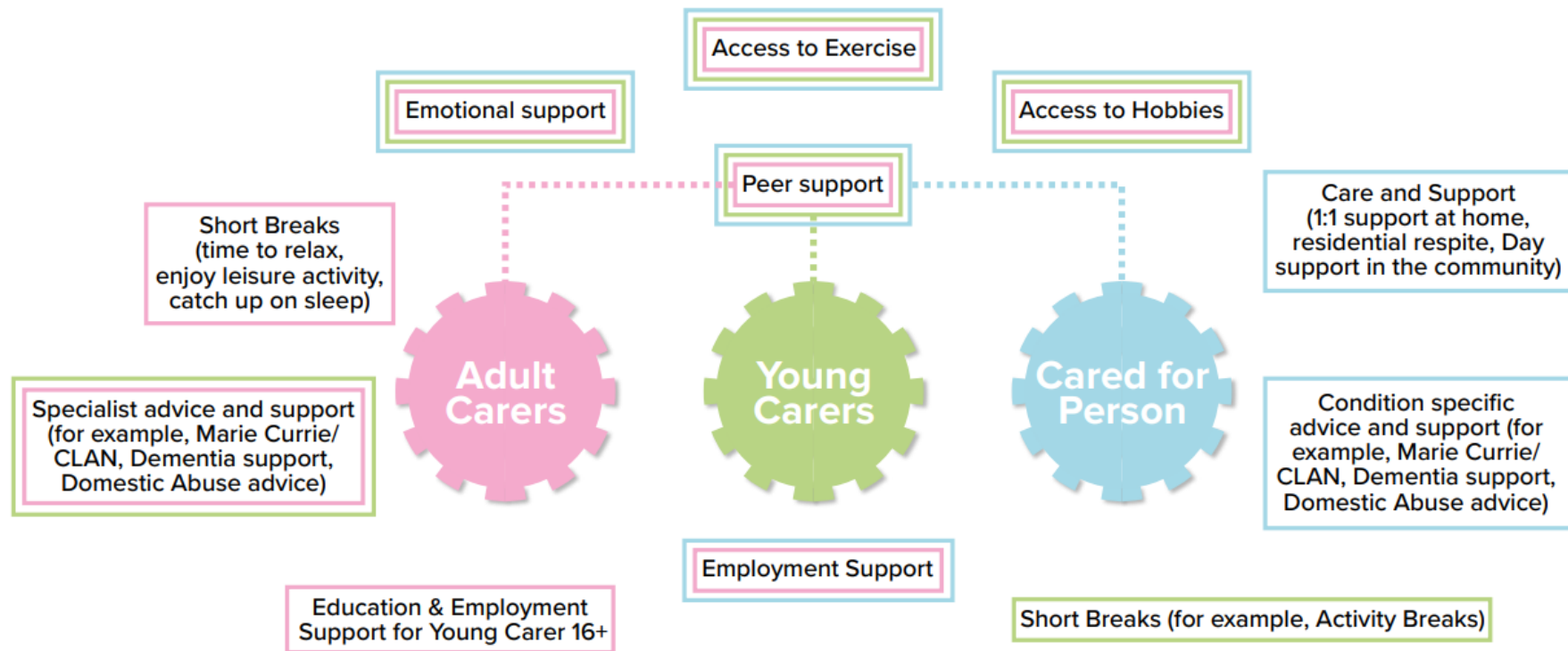
Recognised Challenge

Priority 4 focuses on continuing to develop a variety of support options for Carers in Aberdeen City. Feedback tells us that there are many situations where Carers find that they are unable to take a break from their caring role. We recognise that there is not a 'one size fits all' solution to this and that creativity is required to develop options which are both sustainable, flexible and able to meet the needs of both Carer and Cared for person within our available financial resources.

What we want Carers to be able to say - "I have a sense of belonging and a life alongside caring, if I choose to."

*“Access to respite came up repeatedly as a priority. Carers need to be able to take a break and respite should be viewed as integral to carer support. However, a greater range and **more imaginative options** should be developed for both the supported person and Carers to better meet needs and preferences.”* – Independent Review of Adult Social Care

In order for Carers to feel well supported they require access to breaks from caring. Considerable work has taken place over recent years to take more holistic approaches. These focus on ensuring that Carers have choice and control in relation to the support they can access. The below outlines a range of supports that may be needed so that Carers and the cared for Person can feel well supported and have a life beyond the caring role.



We have split this priority into three key areas.

- Developing a culture of Creativity to encourage innovative approaches to Carers Support
- Supporting the development of a range of mainstream supports and services to enable Carers to receive a break from caring
- Continue to develop a range of support options for Carers where the Cared For person has high level needs

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Develop a culture of Creativity to encourage innovative approaches to Carers Support

One of the unforeseen impacts of the COVID-19 pandemic was a need to quickly rethink how support could still be provided in very different ways. Whilst many services were closed providers worked to develop alternative methods of supporting people. This approach to creativity sets a good foundation for more creative approaches going forward beyond the pandemic.

Within Aberdeen City we have been considering the recommendations of the [Promoting Variety guide](#) published by Shared Care Scotland. The ACHSCP are a member of the Promoting Variety Programme for 2022-2023 and will learn from and collaborate with other Partnerships to develop a range of short break supports for people in Aberdeen City, including creative breaks, respite and day support services.

ACTIONS (linked to Action Plan)

4.1 Promote a culture of Creativity to develop innovative approaches to Carers Support

Support the development of a range of mainstream supports and services to enable Carers to receive a break from Caring

Having “a sense of belonging and a life alongside caring” is not always easy for Carers. Often, they can find themselves so focussed on the needs of the cared for person they can be blind to their own needs. The delivery of this strategy depends on the community working together to support Carers. This includes third sector, Community groups and businesses working together to consider Carers in the way mainstream activities are provided.

“If young carers are going to build resilience alongside their young caring role, then they need to know that opportunities and activities are available for them to help them lead a full and sustained life, alongside caring. It is important that they can access groups and services which accommodate their schedule and offer a sufficient array of opportunities that can help them succeed in the future” – Workforce Survey respondent

For Young Carers it is particularly important that they have opportunities to participate in activities and education that other children are able to and that their individual needs are recognised and supported by those who support them including schools. There are lots of isolating factors being a young carer. They experience different challenges from their peers for example lack of sleep and feeling tired. Young Carers

described that bullying is prevalent and friendships are even more difficult to navigate. They indicated a need for more opportunities to develop group work to support socialising opportunities and meaningful friendships in a safe environment.

As outlined breaks from caring are an essential support and it is likely that a 'right to a break' will be introduced in the near future. In December 2018 the ACHSCP issued our [Short breaks statement](#) for Carers. The outcomes of a break will be personal to each carer and cared-for person, but may include:

- Having more opportunities to enjoy a life outside/alongside the caring role
- Feeling better supported
- Improved confidence (for example, more confident as a carer)
- Increased ability to cope
- Reduced social isolation and loneliness, for example increasing social circles, connections and activities
- Increased ability to maintain the caring relationship - and sustain the caring role
- Improved health and wellbeing
- Improved quality of life
- Reduced likelihood of breakdown and crisis
- Improved educational attainment
- Reaching positive destinations post school leaving age

ACTIONS

4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill

[Continue to develop a range of support options for Carers where the Cared For person has high level needs](#)

"[I need] me time. To know our loved ones are being well looked after entertained and happy to let us relax and enjoy a well-earned break" – Aberdeen Carer

Where the cared for person, adult or child, has a high level of need there is an added difficulty in ensuring they have access to meaningful and enjoyable replacement care or support to facilitate the break for the Carer.

The Social Care (Self-directed Support) (Scotland) Act 2013 brought in options for support for eligible Carers and cared for people which emphasise having a choice over whether you want to organise that support yourself, direct payment (SDS Option 1), direct someone else in

how to organise it (SDS Option 2), access support which has been commissioned on your behalf (SDS Option 3) or a mixed approach (SDS Option 4). Carers need a range of options which are developed based on the requirements of Carers in Aberdeen including packages at home, in the community, and where required, residential settings.

Being a Carer is a challenging role and often this involves supporting a loved one who's health is poor and, in some circumstances, where they require end of life care. Carers and staff from our Support Services highlighted the need to ensure that Carers have support beyond their Caring role in circumstances where the cared for person has died or where they have moved into a different environment, for example, a longer-term Care Home Placement. In both these circumstances the Carer Support Service would continue to work with them and signpost on to additional support services, for example grief counselling.

ACTIONS

4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill

[How we will monitor performance of this Strategy](#)

Monitoring performance is how we will know if what we are trying is working. The Carer Strategy Implementation Group are made up of Partners across the ACSCP, Children's services, the third sector and Carers. They will monitor performance and delivery of the Strategy over the next 3 years. There will be 6 monthly reporting into the Strategic Planning Group and an Annual report to the Integration Joint Board.



Aberdeen City Health & Social Care Partnership
A caring partnership

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ACHSCP Carer Strategy 2023-2026 Action Plan

Priority 1

Identifying as a Carer and the first steps to support

Carer Experience Performance Measures for Priority 1

ACHSCP Priority measure (Annual Carers Survey)

- 'I am supported to identify as a Carer and am able to access information about the support I may need'
2022 baseline response – 11.54% (strongly agree), (15.38% agree), 15.38% (neither agree nor disagree), 15.38% (disagree) 38.6% (Strongly disagree), 3.85% (Not answered)
- 'I am confident that staff supporting me and the person(s) I care for are Knowledgeable about Carer Support'
2022 baseline response – 7.69% (Strongly agree), 7.69% (agree), 26.92% (neither agree nor disagree), 19.23% (Disagree), 34.62% (strongly disagree)

1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.

What will we do?	When will we have done it by?	How will we know it is working? Performance / Measuring impacts	Who will be responsible?	Progress Update
1.1.1 Hold database(s) of carers in Aberdeen City.	Year 1 / 2 / 3 Ongoing	Stats available from database(s) on no. of Carers	Adult Carers Support Service Young Carer Support Service	
1.1.2 Work with commissioned and internal services and carers themselves to review the information available particularly in relation to accessibility.	Year 1 - June 2023	All Carers information held online and given out	Adult Carers Support Service	

		is in accessible formats	Young Carer Support Service Social Work Carer Rep Senior Project Manager (Strategy)	
<p>1.1.3 Work with commissioned and internal services to ensure we are encouraging and supporting Carers to identify as such and making every opportunity count in this regard.</p> <p>Incorporates;</p> <p>Identify early intervention and prevention support for Carers in the community with a view to addressing gaps and support.</p> <p>South Locality Plan</p>	Year 1 / 2 / 3 Ongoing	Increased numbers of adult and young carers identified.	Senior Project Manager (Strategy) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps Public Health Coordinators Locality Empowerment Groups	
<p>1.1.4 'Review information' and channels to reach carers, identify the touch points within the current systems, process and Tests of Change programmes etc which come across carers in their daily activity</p>	Year 1 – January 2024 Ongoing review	Increased numbers of adult and young carers identified.	ACVO	
<p>1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on;</p> <ul style="list-style-type: none"> • Develop approaches to engaging with minority ethnic Carers • Develop approaches to engaging with LGBTQ+ Carers 	Year 1 – January 2024	Increased number of Carers from Minority Ethnic and LGBTQ+ communities accessing support.	Equalities and Human Rights Sub-group Senior Project Manager (Strategy)	

<ul style="list-style-type: none"> Religious and Faith groups Carers with Disabilities 		Increased knowledge of support needed by these communities	Development Officer (Consultation and Engagement)	
1.1.6 Review the information held online for Carers to ensure it is easy to access, signposts correctly and is kept up to date.	Year 1 - December 2023	Monitor numbers accessing online information	Development Officer (Consultation & Engagement) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps Project Manager support	
1.2 Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
1.2.1 Improve knowledge of the workforce through targeted training and development opportunities for staff working within the ACHSCP, Aberdeen City Council and NHS Grampian.	Ongoing with benchmarking every year Year 1- develop training programme and roll out	No. and % of Adult Social Work Care Managers attending carers rights training/information sessions No. of staff aware of carers rights	Senior Project Manager (Strategy) CSIG professional lead reps Development Officer	

		No. of staff reporting increased awareness of carers rights Campaign analytics	(Consultation & Engagement)	
1.2.2 Test whether information sessions/training co-produced by carers for Adult Social Work Care Managers increases staff awareness/knowledge of carers rights and sharing of available support offered to carers at the earliest opportunity. LOIP Change idea	Testing of Year 1 training programme – Jan 2024	Gather workforce feedback before and after sessions.	Senior Project Manager (Strategy) Adult Social Work Rep Development Officer (Consultation & Engagement)	
1.2.3 Consider any further requirements for Young Carers as a result of Education (Additional Support for Learning) (Scotland) Act 2004 including working with Schools to implement the 'Think Young carer Toolkit'	Year 1 - March 2024	Feedback to CSIG group and incorporate any additional actions	ACC Children's lead Rep	
1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
1.3.1 Test whether an awareness raising campaign providing information on rights, eligibility criteria, and opportunities increases awareness of and uptake of support (South Locality Plan) LOIP Change Idea Incorporates; Test whether sessions/capacity building with community groups/organisations on carers rights/needs etc increases the no. of informal and	Year 1 -March 2024	Gather community feedback before and after sessions.	Carers Strategy Implementation Group Quarriers, Barnardos, CSIG professional leads	

free support available for carers to access. (North Locality Plan)				
1.3.2 Test whether promotional activities targeted to businesses on the benefits of the Carer Positive Award Scheme in Aberdeen through different channels (social media, case studies, website page) increases the number of businesses who are members of the scheme and having 'carer friendly' policies and working practices to support carers who might need to work in a more flexible manner. LOIP Change Idea	Year 1 & 2 March 2025	'Number of businesses and organisations participating in the scheme and achieving awards	Quarriers Senior Project Manager (Strategy) ACVO	

Priority 2

Access to Advice and support for Carers

Carer Experience improvement measures for priority 2

ACHSCP Priority measure (Annual Carers Survey)

- 'I am Supported as a Carer to manage my caring role'

2022 baseline response – 3.85% (Strongly agree), 11.54% (agree), 15.38% (neither agree nor disagree), 11.54% (disagree), 53.8% (Strongly disagree)

- 'Caring has not had a negative impact on my health and wellbeing'

2022 baseline response – 3.85% (Strongly agree), 3.85% (agree), 7.69% (neither agree nor disagree), 23.08% (disagree), 57.69% (Strongly agree), 3.85% (not answered)

Health and Care Experience Survey (HACE) measure

- 'I feel supported to continue caring'

2022 baseline response – 32% (agree), 39% (neutral), 28% disagree

2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
2.1.1 Carry out review of Young Carer Support service	Not yet Confirmed – In development	The performance measures within the contract evidence a that Carer outcomes are being met	Children's services Lead	
2.1.2 Tender for revised Young Carer Support Service at end of existing contract	Not yet Confirmed	Completion of tender for new service	Children's Services Lead	
2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
2.2.1 Review performance of Adult Carer Support service	Year 1 & 2 - Annual review	The performance measures within the contract evidence a that Carer outcomes are being met.	Quarriers Carers Strategy Implementation Group	
2.2.2 Ensure members of our Workforce who are also Carers are supported	Year 1 / 2 / 3 Annual reporting in line with the Workforce plan	Delivery against the workforce plan and staff data/feedback gathered and analysed to help understand how well we are supporting carers in our workforce and what improvements can be made.	Transformation Programme Manager (Strategy) Workforce plan	

Priority 3

Supporting future planning, decision making and wider Carer involvement

Carer Experience Performance Measures for priority 3

ACHSCP Priority measure (Annual Carers Survey)

- 'I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive'

2022 baseline response – 11.54% (Strongly agree), 3.85% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 53.85% (strongly disagree), 3.85% (not answered)

- 'I have a good balance between Caring and other things in my life'

2022 baseline response – 7.69% (Strongly agree), 11.54% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 34.62% (strongly disagree), 3.85% (not answered)

- 'I have a say in the service provided for the person(s) I look after'

2022 baseline response – 19.23% (Strongly agree), 11.54% (agree), 26.92% (neither agree nor disagree), 7.69% (disagree), 38.46% (strongly disagree), 3.85% (not answered)

Health and Care Experience Survey (HACE) measure

- 'I have a good balance between Caring and other things in my life'

2022 baseline response – 64% (Positive), 20% (neutral), 16% (negative)

- 'I have a say in the service provided for the person(s) I look after'

2022 baseline response – 41% (positive), 34% (neutral), 25% (negative)

3.1 Young Carers have the opportunity to be leaders in planning their own support (Future Planning)

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.1.1 Review use of Young Carer's Statements.	Year 1 /2 / 3 Annually	Increase number of completed Young Carer Statements.	Integrated Children's Services (ACC) Commissioned Service	

		Annual audit of the value of the completed plans with the individual carers.		
3.1.2 List all types of youth groups running youth programmes, engage them in ensuring young carers are identified and could they support them in being leaders in planning their own support, encourage these organisations also to be Carer Positive.	Year 1 - December 2023	Groups identify as 'Carer Positive'	ACVO with support of all CSIG members	
3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.2.1 Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 & 17 year old Young Carers.	Year 1 - January 2024	Transitions pathway and protocol developed and utilised	CSIG sub-group to action this; Senior Project Manager (Strategy), Quarriers, Barnardos, Children's services Lead, adult Social work lead	
3.2.2 Identify all 3rd sector organisations that support families including those involved with children transitioning into adult services.	Year 1 - September 2023	Resources identified, compiled and available to be shared with families.	ACVO	
3.3 Adult Carers have the opportunity to be leaders in planning their own support (Future Planning)				

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.3.1 Review Eligibility Criteria for Adult Carers.	Year 1 - January 2024	Revised Eligibility Criteria approved, published and utilised	Adult Social work & Quarriers Supported by Carers Strategy Implementation Group	
3.3.2 Review templates and procedures for Adult Carer Support Plans, Anticipatory Care Planning and Patient Admission/Discharge. The former to include sections for Emergency Arrangements and Future Planning. Have one ACSP template used by Quarriers and Adult Social Work	Year 1 – January 2024	Templates revised and in use.	Same group as above. Both pieces of work are linked.	
3.3.3 Review use of Adult Carer Support Plans	Year 1 / 2 / 3 Annually	Increase number of completed Adult Carer Support Plans Annual audit of the value of the completed plans with the individual carers.	Adult Social Care Commissioned Service	
3.3.4 Ensure appropriate advice and support on employment issues and finances is available to Carers of working age	Year 1	An agreed approach to support is in place linking with National Carer Strategy Actions.	Quarriers	
3.4 Carers have the opportunity to be involved in planning the support of the person they care for				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update

3.4.1 Review progress so far and develop guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers.	Year 1 - January 2024	Guidance developed and in use.	CSIG SW Lead – links to wider work on Social work pathways	
3.4.2 Review support guidance for Carers when the cared for person is moved to a Care Home.	Year 1 - June 2023	Guidance understood and in use.	CSIG & Scottish Care	
3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for person				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
3.5.1 Develop an overview of Carer Support services which can provide independent advice to Carers and the Cared for person in specific circumstances where independent support is required to ensure they are signposted correctly, e.g. Advocacy, Adult Protection, Domestic Abuse.	Year 2 – January 2024	All relevant Carer services are listing themselves on ALIS and / or Scottish Social Services Directory Linked with Actions in 1.1	ACVO Quarriers Barnardos	
3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement)				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update

3.6.1 Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.	Year 1 – January 2024	Reference group in place Communication arrangements in place	Development Officer (Consultation and Engagement) & Senior Project Manager (Strategy)	
3.6.2 Implementation and awareness of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	Year 1 - December 2023	Protocol understood and in use.	Carers Strategy Implementation Group Specific remit of Development Officer (Consultation & Engagement)	
3.6.3 Co-design local Carers resources and support. North Locality plan	Year 2 – onwards	Carers have ongoing co-design involvement in development of support provided by Quarriers as per the existing contract. Carers co-design the next service when the contract is due for re-tender.	Carers Reference Group Carers Strategy Implementation Group Strategic commissioning and procurement board	
3.6.4 Carers to be involved in the wider planning of and future commissioning of ACHSCP services and are recognised as a specific consultation group.	Year 2 - onwards	Carers Reference Group (when established) engaged in services through commissioning work planning.	Carers Reference Group Lead Commissioner (ACHSCP)	
3.6.5 Ensure Carers views are surveyed regularly, and the feedback informs future support planning.	Year 1 / 2 /3 Annual	Survey results indicate improved Carer experience and Action Plan revised in response	Development Officer (Consultation and Engagement)	
3.6.6 Provide on-going support as required to the carer representatives to the IJB in consultation with them as to their specific needs.	Year 1 / 2 /3 Ongoing	Feedback from carers representatives indicates they feel supported	Senior Project Manager (Strategy), Development Officer (Consultation & Engagement), Quarriers	

Priority 4

Community support and services for Carers

Carer Experience Performance Measures for Priority 4

ACHSCP Priority measure (annual Carers Survey)

- “I have a sense of belonging and a life alongside caring, if i choose to.”

2022 baseline response – 3.85% (Strongly agree), 7.69% (agree), 15.38% (neither agree nor disagree), 15.38%% (disagree), 50% (strongly disagree), 7.69% (not answered)

- “Local services are well coordinated for the person(s) I care for”

2022 baseline response – 15.38% (Strongly agree), 0% (agree), 15.38% (neither agree nor disagree), 15.38% (disagree), 50% (strongly disagree), 3.85% (not answered)

Health and Care Experience Survey (HACE) measure

- “Local services are well coordinated for the person(s) I care for”

2022 Baseline response – 31% (Positive), 34% (neutral), 34% (negative)

4.1 Promote a culture of Creativity to develop innovative approaches to Carers Support

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
4.1.1 Develop a Culture of Creativity through embedding the Promoting variety approach into development of Carers Support including; mainstream, services, Carer support services and Self-Directed Support option for Carers	Year 1 – Promoting Variety project	New projects being added to Action Plan to address specific areas as identified through community engagement	Carers Strategy Implementation Group Carers Reference Group LOIP Resilient, Included & Supported Group	

with eligible needs and Cared for with high level needs.			Adult SW Lead Rep	
<p>4.1.2 Maximise opportunities for Carers to access Community groups and activities.</p> <p>Incorporates;</p> <p>Increase the number of informal opportunities for Carers across the locality.</p> <p>North Locality Plan</p>	<p>Year 1 / 2 / 3</p> <p>Ongoing</p>	<p>Feedback from Carers indicates opportunities are available.</p> <p>Identified opportunities are available in North Locality.</p> <p>Whilst identified in the North Locality plan this will be progressed for Central and South to ensure equality of opportunity across Localities.</p>	<p>Carers Strategy Implementation Group</p> <ul style="list-style-type: none"> - ACVO - Wellbeing Project Manager - Quarriers - Barnardos <p>Carers Reference Group (when established)</p> <p>Locality Empowerment Groups</p>	
<p>4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill</p>				
What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
<p>4.2.2 Test whether a 'Respite' scheme with businesses increases the range of co-designed respite/short break provisions available. (North Locality Plan)</p> <p>LOIP Change Idea & North Locality Plan</p>	<p>Year 1</p> <ul style="list-style-type: none"> - September 2023 	<p>Performance reported via LOIP Outcome Improvement Group. 'Resilient, Included, Supported'.</p>	<p>Quarriers</p>	
<p>4.2.3 Review 'Short Breaks statement'</p>	<p>Year 1 – January 2024</p>	<p>Review completed</p>	<p>Senior Project Manager (Strategy)</p>	

4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?	Progress Update
4.3.1 Increase number of eligible Carers being offered the 4 Self-Directed Support (SDS) Options and associated budgets.	Year 1 / 2 / 3 Ongoing with Annual review	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	
4.3.2 Increase the range of supports available to eligible Carers under each SDS Option therefore providing true choice for Carers.	Year 1 / 2 / 3	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	
4.3.3 Review of Respite and Interim Beds for Older People and those with Physical Disabilities	Year 1 - September 2023	There is capacity to meet the demand for planned respite provision	CSIG SW Lead Senior Project Manager (services and Pathways)	
4.3.4 Consider learning from Technology Enabled Care projects within Social Care Pathways review and implement any additional tests of change required as a result	Year 2 – January 2025	Will be dependent on work within separate Programme of work on Social care Pathways.	SW Lead to keep CSIG informed.	
4.3.5 Develop a respite bureau	Year 2 - June 2024	Bureau in place	CSIG SW Lead	
4.3.6 Review of Day opportunities for Older Adults – Initial test of Change	Year 1	Attendance numbers and qualitative feedback.	CSIG SW Lead	

Health Inequality Impact Assessment

Stage 3



Analysis of findings and recommendations

Aberdeen City Carer Strategy and Action Plan

Please detail a summary of the purpose of the proposal being developed or reviewed including the aims, objectives and intended outcomes

In line with the Carers (Scotland) Act 2016 the Aberdeen City Health and Social Care Partnership (ACHSCP) has a responsibility to plan support for all Carers in Aberdeen City via a Local Carer Strategy. The ACHSCP's existing Strategy was extended from 2021 to 2022 due to the varying impacts of the COVID-19 Pandemic.

The Carers (Scotland) Act 2016 and subsequent regulations outline the nine specific areas which are to be included within a Local Carer Strategy. These are listed below;

- Plans for identifying relevant carers and obtaining information about the care they provide (or intend to provide) to cared-for persons in the local authority's area
- An assessment of the demand for support to relevant carers
- Support available to relevant carers in the authority's area from -
 - the authority,
 - the relevant health board,
 - any other organisations that the authority and health board consider appropriate

- An assessment of the extent to which demand for support to relevant carers is currently not being met
- Plans for supporting relevant carers
- Plans for helping relevant carers put arrangements in place for the provision of care to cared-for persons in emergencies,
- An assessment of the extent to which plans for supporting relevant carers may reduce any impact of caring on relevant carers' health and wellbeing,
- The intended timescales for preparing adult carer support plans and young carer statements.
- Information relating to the particular needs and circumstances of young carers.

The Strategy identifies four main priorities. These are;

- Identifying as a Carer and the first steps to support
- Accessing Advice and Support
- Supporting future planning, decision making and wider Carer involvement
- Community support and services for Carers

The associated Action Plan determines how we aim to deliver on these priorities. The Strategy is focussed on supporting 'All Carers' and as such consideration of inequalities and human rights is embedded within our approach as outlined below.

Where there are relevant actions from this HIA they have been incorporated with the Action Plan accompanying the Strategy.

An 'All Carers' approach fosters good relations by ensuring all Carers are recognised whilst also ensuring that individual circumstances, including intersectionality across a range of protected Characteristics, are considered.

Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 (remove those that do not apply)

Protected Characteristic	Equality Duty		What impact and or difference will the proposal have	How will you know - Measures to evaluate
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Age	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	<p>This Strategy aims to have positive impact in relation to Age. It focuses on improving outcomes for all Carers. Specific impacts related to Age are;</p> <ul style="list-style-type: none"> • Positive - Continued provision of specific support services for young carers to ensure they are able to continue to live life as a child, have access to opportunities for all children and improve quality of life. • Positive - The Young Carers service has a role in educating the wider system on Young carer issues which will foster good relations. • Positive - The Strategy includes specific actions to ensure Carers individual support needs are assessed and further referral to support is available. For Older carers this may include support to meet their own health needs, condition specific advice, e.g. Dementia Support. 	<p>Specific Actions are included in the Action Plan which will monitor support for Young carers. These actions are monitored by a multi-agency group the Carers Strategy Implementation Group (CSIG) which reports regularly to the ACHSCP's Strategic planning group. Annual reports on progress on all actions will be provided to the Integration Joint Board (IJB).</p> <p>Older people – Specific Actions within the action plan focus on provision of care which meets the specific needs of both older carers and older people who are being cared for.</p>
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding	x		
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	<p>Positive - The Strategy aims to ensure available Carer Support is accessible for Carers living with Disabilities. This is a specific action with regard to ensuring information is available in accessible formats.</p> <p>Specific actions are included in the Action plan in relation to accessibility.</p>	<p>Specific actions are included with the Action plan in relation to accessibility specifically; Action 1.1.2 - Work with commissioned and internal services and carers themselves to review the information available particularly in relation to accessibility.</p> <p>Action 1.1.6 Review the information held online for Carers to ensure it is easy to</p>
	Advancing equality of opportunity	X		
	Fostering good relations by reducing prejudice and promoting understanding	X		

			<p>Positive - Our Support Service providers are responsible for ensuring that groups and activities are accessible for those living with disabilities.</p> <p>Positive - Ensuring accessibility will support the Strategy to advance equality of opportunity for Disabled carers and foster good relations.</p> <p>Positive - In the majority of circumstances the cared for person is living with a disability as defined in the Equality Act 2010. Carers play an essential role in supporting the Cared for. Ensuring that a range of support is available for all Carers will indirectly enhance equality of opportunity for the Cared for person and foster good relations.</p>	<p>access, signposts correctly and is kept up to date.</p> <p>Performance reporting from our Support Service Providers will highlight any complaints or areas of concern where accessibility issues were highlighted.</p> <p>The detailed Action Plan for the Strategy outlines a range of measures to support Carers to continue caring which will have an enhancing impact on Cared for people living with a disability. This will be monitored on an ongoing basis with Annual review built.</p>
Gender Reassignment	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		<p>Positive - The Strategy identifies specific areas where we have knowledge gaps around the experience of some Carers. This includes Adult Carers who have undergone, or are undergoing, gender reassignment. The Strategy includes consideration of how to better understand the support needs of LGBTQ+ Carers.</p> <p>Positive - The Young Carers service includes an LGBTQ+ group which supports young people with Young Carer specific support related to their gender identity.</p>	<p>This will be taken forward in partnership with the Strategic Planning Group's Equality and Human Rights sub-group. The aim is to better understand support needs and develop services accordingly.</p> <p>The Quarriers Adult support service are also developing a specific role within their service with a focus on better understanding the diverse needs of Carers. Evaluation of the</p>
	Advancing equality of opportunity	X		
	Fostering good relations by reducing prejudice and promoting understanding			

				impact of this role will inform further developments.
Marriage and Civil Partnership	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	Neutral - Caring relationships often occur between married parties or those in civil partnerships. There are no actions proposed within the strategy which would negatively impact on marriage or civil partnership however supporting Carers in their caring role may have an indirect positive impact.	Priority 3 within the Strategy highlights the importance of recognising the individual needs of both parties in a caring relationship and the need for staff to be mindful of domestic abuse and coercive control therefore minimising the likelihood of victimisation and fostering good relations. These will be monitored by the CSIG through the Action Plan on a quarterly basis specifically; Action 3.5.1 Develop an overview of Carer Support services which can provide independent advice to Carers and the Cared for person in specific circumstances where independent support is required to ensure they are signposted correctly, e.g. Advocacy, Adult Protection, Domestic Abuse.
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding	x		
Pregnancy and Maternity	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Neutral - There have been no identified impacts related to pregnancy or maternity. We do however recognise the diverse group that have the role of Carers in Aberdeen City and will monitor this.	The CSIG will be responsive to any new information received on the impact of the strategy related to pregnancy and maternity via feedback or complaints received by the ACHSCP.
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding			
Race	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	Positive - The Strategy identifies specific areas where we have knowledge gaps around the experience of some Carers. These are detailed pages 16 & 17 of the Strategy.	Actions within the Action Plan aim to work with communities to better understand the needs of Carers and have options for support which meet those needs. Specifically;
	Advancing equality of opportunity	x		

	Fostering good relations by reducing prejudice and promoting understanding	x	<p>Engagement on the strategy has involved working with Grampian Regional Equalities Council to gauge how aware our minority ethnic Carers are of their rights and support services available which will inform ongoing service development. The aim is to improve the knowledge of all Carers on available support services to ensure they can access them if needed.</p> <p>Actions within the strategy aim to develop approaches to engaging with minority ethnic Carers.</p>	<p>Action 1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on;</p> <ul style="list-style-type: none"> • Develop approaches to engaging with minority ethnic Carers • Develop approaches to engaging with LGBTQ+ Carers • Religious and Faith groups • Carers with Disabilities <p>Action 3.6.1 Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.</p> <p>This will be carried out in partnership with the Strategic Planning Group's Equality and Human Rights sub-group.</p>
Religion & Belief including non-belief	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	<p>Positive – Information on religion was gathered via the public consultation survey this indicated that respondents were, in the majority of no religion (54%) or of Christian denominations (35.49%). We did not have any responses from those who identified as Muslim, Jewish, Sikh, Hindu or Pagan. It is not reasonable to believe that we do not have people in caring roles in these religious communities therefore it indicates we have not reached these people with this consultation.</p> <p>Actions within the strategy aim to work with communities to better understand the needs</p>	<p>Actions within the Action Plan aim to work with communities to better understand the needs of Carers and have options for support which meet those needs.</p> <p>Specifically:</p> <p>Action 1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on;</p> <ul style="list-style-type: none"> • Develop approaches to engaging with minority ethnic Carers • Develop approaches to engaging with LGBTQ+ Carers
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding	x		

			of Carers (including Carers from different religious and faith groups) and have options for support which meet those needs.	<ul style="list-style-type: none"> Religious and Faith groups Carers with Disabilities <p>This will be carried out in partnership with the Strategic Planning Group's Equality and Human Rights sub-group.</p>
Sex	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	Positive - Evidence indicates that the majority of Carers across all Age groups are female. Therefore, the impact of the Caring role disproportionately impacts on women. Ensuring support is available for all Carers will have an enhancing effect for women. Consideration is also made within Priority 3 with regard to ensuring the cared for and the Carer have access to support in their own right, including where required, Adult Protection and Domestic abuse advice.	This will be monitored through the Action Plan specifically; Action 3.5.1 Develop an overview of Carer Support services which can provide independent advice to Carers and the Cared for person in specific circumstances where independent support is required to ensure they are signposted correctly, e.g., Advocacy, Adult Protection, Domestic Abuse.
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding	x		
Sexual Orientation	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	x	Neutral - The Strategy identifies specific areas where we have knowledge gaps around the experience of some Carers. Similar to Gender reassignment we do not know enough about the experience of Lesbian, Bisexual or Gay Adult Carers in Aberdeen and whether the support currently provided is supportive of their specific needs. Specific targeted reach was made via Four Pillars to gain the perspective of adults from this community. We have not identified any negative impacts related to sexual orientation as a result of this Strategy. Actions within the strategy aim to work with communities to better understand the needs	Actions within the strategy aim to work with communities to better understand the needs of Carers and have options for support which meet those needs. Specifically: Action 1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on; <ul style="list-style-type: none"> Develop approaches to engaging with minority ethnic Carers Develop approaches to engaging with LGBTQ+ Carers Religious and Faith groups Carers with Disabilities
	Advancing equality of opportunity	x		
	Fostering good relations by reducing prejudice and promoting understanding	x		

			of LGBTQ+ Carers and have options for support which meet those needs.	<p>This will be carried out in partnership with the Strategic Planning Group's Equality and Human Rights sub-group.</p> <p>Young carers have already identified a need for specific support and have established an LGBTQ+ group within the Young Carer service.</p>
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Human Rights – Reference those identified in Stage 1 (remove those that do not apply)

Article	Enhancing or Infringing	Impact and or difference will the proposal have	How will you know - Measures to evaluate
Right to Liberty	Enhancing	Whilst not a formal restriction of liberty Carers can often feel unable to take time away from their caring role due to the dependency of the Cared for person. This strategy promotes development of more options for carer breaks and as such more ability to have freedom to pursue their life beyond the caring role.	We will Survey known Carers annually to evaluate their experience. We aim to see that Carers express that they have been able to experience breaks from their caring role.
Right to respect for private and family life, home and correspondence	Enhancing	Many Caring roles take place within the home or within a close family caring relationship. Ensuring suitable support is available for all Carers, including Young Carers, will have an enhancing impact on this right ensuring that children can have a normal childhood with limited impact on them from their caring responsibilities.	We will Survey known Carers annually to evaluate their experience. We aim to see that Carers are well supported and family life is supported.

Fairer Scotland Duty

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts	Consideration has been made to socio-economic deprivation within this strategy. Carers Support services are non-chargeable. Support services are available to Carers from all areas within Aberdeen.
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Identify the opportunities the strategic programme/proposal/decision provides to reduce or further reduce inequalities of outcome	Any specific services developed from this strategy will be subject to further impact assessment and as such will further consider any additional inequalities of outcome at that time.
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Health Inequality Impact Assessment Recommendations

What recommendations were identified during the HIIA process:

Recommendation	Recommendation owned by:	Date recommendation will be implemented by	Review Date
Identified impacts to be monitored as a specific action within the performance reporting for the Carer Strategy	Alison Macleod (Strategy & Transformation Lead)	January 2023	Annual

Monitoring Impact – Internal Verification of Outcomes

How will you monitor the impact this proposals affects different groups, including people with protected characteristics?

These actions are monitored by a multi-agency group, the Carers Strategy Implementation Group (CSIG), which reports regularly to the ACHSCP's Strategic planning group. Annual reports on progress on all actions will be provided to the Integration Joint Board (IJB).
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Procured, Tendered or Commissioned Services (SSPSED)

Is any part of this policy/service to be carried out wholly or partly by contactors and if so, how will equality, human rights including children's rights and the Fairer Scotland duties be addressed?

The Adult Carer Support service and Young Carer Support service are required to provide performance reporting. This includes any information on Complaints / feedback and the gathering of equalities monitoring data.
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Specific impact assessments will be carried out should these services, or any newly identified, require to be tendered during the lifespan of the Strategy.

Communication Plan (SSPSED)

Please provide a summary of the communication plan which details how the information about this policy/service to young people, those with a visual or hearing sensory impairment, difficulty with reading or numbers, learning difficulties or English as a second language will be communicated.

A period of public Consultation took place in October- December 2022 which will be followed by annual surveys. Accessibility of carers information is an identified action within the strategy with this reviewed within 2023.

Signed Off By: Alison Macleod

Name Strategic Lead: Amy Richert

Date 18/01/2023



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NOT FOR PUBLICATION – This report contains exempt information as described in paragraph 6 (Information relating to the financial or business affairs of any particular person (other than the authority)) and paragraph 9 (Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services) of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973, enacted by the Local Government (Access to Information) Act 1985. This is applied in this case because, in view of the nature of the business to be transacted or in the nature of the proceedings, if members of the public were present, there would be disclosure to them of exempt information as defined in the Schedule.

Not exempt: Covering report, Appendix A1

Exempt: Appendix A, Appendices C to N

Date of Meeting	31 January 2023
Report Title	Annual Procurement Work Plan (Social Care)
Report Number	HSCP23.002
Lead Officer	Sandra MacLeod, Chief Officer AHSCP
Report Author Details	Name: Neil Stephenson Job Title: Strategic Procurement Manager Email Address: NeStephenson@aberdeencity.gov.uk Phone Number: 07766 133528
Consultation Checklist Completed	Yes
Directions Required	Yes
Appendices	Non-Exempt: Appendix A1 - Annual Work Plan for 2023/24 Exempt: Appendix A - Annual Work Plan for 2023/24 Appendices C to N – Procurement Business Cases Appendix B – Direction to Aberdeen City Council



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1. Purpose of the Report

- 1.1. The purpose of this report is to present the Annual Procurement Work Plan for 2023/24 for expenditure on social care services, together with the associated procurement Business Cases, for approval.

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board:

- a) Approves the Direct Award, for a period of 5 years of a contract for a physical disability residential service, as is detailed in Appendices A1 and C,
- b) Approves the Direct Award, for a period of 5 years of a contract for a learning disability residential service, as is detailed in Appendices A1 and D,
- c) Approves the Direct Award, for a period of 4 years of a contract for a day service for young adults, as is detailed in Appendices A1 and E,
- d) Approves the extension for 6 months to the existing contract, and approves the recommendation to go out to tender for the provision of dementia advice and support services as is detailed in Appendices A1 and F,
- e) Approves the extension for 1 year to the existing contract, and approves the recommendation to go out to tender for the provision of care at home and housing support services as is detailed in Appendices A1 and G,
- f) Approves the extension for 1 year, of 25 National Care Home Contracts (NCHC) for residential services for older people, as is detailed in Appendices A1 and H
- g) Approves the Direct Award, for a period of 5 years of a contract for a supported living service, as is detailed in Appendices A1 and I
- h) Approves the Direct Award, for a period of 3 years of a contract for a Huntingtin's disease advice and support service, as is detailed in Appendices A1 and J



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- i) Approves the additional expenditure on the framework agreement for Adult Supported Living Services that commenced 01/09/2020, as detailed in Appendices A1 and K
- j) Approves the Direct Award, for a period of 5 years of a contract for a residential service for adults with neurodisabilities, as is detailed in Appendices A1 and L
- k) Approves the Direct Award of two care at home and housing support services contracts to one provider, for a period of three years, as is detailed in Appendices A1 and M
- l) Approves the recommissioning of the Pre-Paid Card Service and subsequent award of a 3-year contract with the option to extend by up to a further 2 years, as is detailed in Appendices A1 and N
- m) Makes the Direction, as attached at Appendix B and instructs the Chief Officer to issue the Direction to Aberdeen City Council.
- n) Notes the update to Individual Out of Area Placements at 3.8 and notes potential supplementary work plans at 3.4

3. Summary of Key Information

- 3.1. The Integration Joint Board (IJB) directs Aberdeen City Council (ACC) to purchase and enter into contracts with suppliers for the provision of services in relation to functions for which it has responsibility. ACC procures services through the Commercial and Procurement Shared Service (CPSS) in accordance with ACC's Scheme of Governance.
- 3.2. ACC Powers Delegated to Officers includes, at delegation 1 of section 7, that the Chief Officer of the Aberdeen City Integration Joint Board (also referred to and known as the Chief Officer of the Aberdeen City Health and Social Care Partnership (ACHSCP)) has delegated authority to facilitate and implement Directions issued to ACC from the IJB, on the instruction of the Chief Executive of ACC and in accordance with the ACC Procurement Regulations.
- 3.3. These Regulations require the submission of an annual procurement work plan prior to the commencement of each financial year detailing all contracts to be procured by Aberdeen City Council in the coming year with a value of £50,000 or more, to relevant Boards/Committees. In the case of adult social care services, this is the IJB. The Regulations also require that procurement



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business cases to support items on the work plan are brought to the IJB prior to any tender being undertaken or contract awarded directly. Although the intention is that all procurement should be planned, there may be occasions where this is not possible and supplementary work plans and/or business cases may be required.

- 3.4.** This report presents the 2023/24 annual work plan. Supporting procurement business cases are attached at Appendices C to N. The work plan comprises twelve (12) items, including the direct award of several contracts to provide continuity of care for service users, the extension of services for where ethical commissioning work is ongoing, and the annual NCHC extension. As noted in 3.3 regarding supplementary work plans, it is anticipated that we will submit up to two of these work plans containing up to five business cases (in total) within 2023. At this point, the service is not ready to proceed in terms of strategic direction and a suitable level of rigorous consultation. When the service is ready to proceed, and has budgetary confirmation, every intention will be to present the business cases at the IJB of March 2023.
- 3.5.** Each entry on the work plan describes a contract or grouping of contracts that are due to expire in the coming financial year, together with the aggregated value of these over the defined period. For example, there is one entry relating to all the contracts for residential care homes for older people, rather than multiple entries. The value of the contracts is made up of the cost of all the individual placements in residential care establishments, or the cost of all the individual care and/or support arrangements in the case of non-residential or community-based services.
- 3.6.** With the country still managing the impact of the pandemic, there has been a considerable effect on service review and development for services and contracts coming to an end. Following consultation with service leads and managers, the Strategic Commissioning and Procurement Board (SCPB), along with the Chief Finance Officer, it is recommended that a number of services should be extended, and contracts directly awarded to a) ensure continuity during vulnerable times; b) maintain the service's focus on managing a pandemic; and c) manage resources to ensure service user safety and wellbeing.

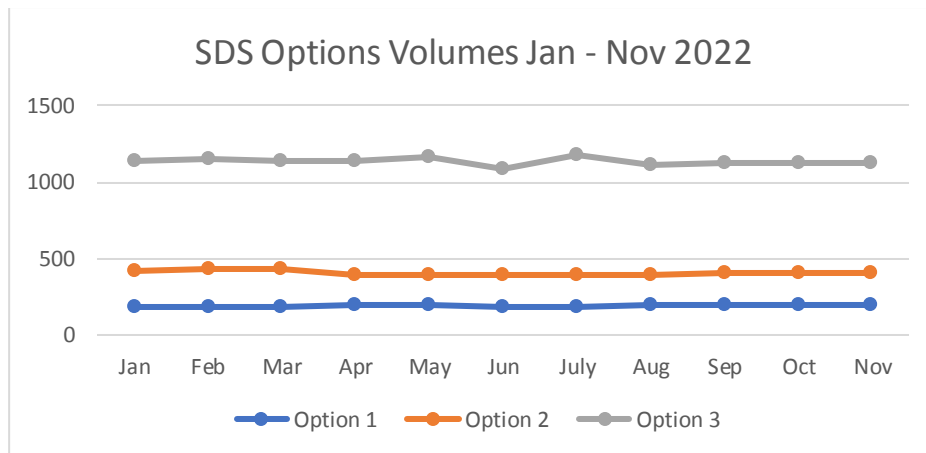


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3.7. The Self-directed Support PPC Business case seeks approval for the recommissioning of this provision given that the current contract expires in July 2023.

Self-Directed Support underpins the delivery of social care for adults and children. To facilitate these arrangements, the Social Care (Self-directed Support) (Scotland) Act in 2013 outlines four practical options that individuals or their legal representatives can choose from, including:

- Option 1 – Direct Payments
- Option 2 – Directing Your Support
- Option 3 – Local Authority Arranged Support
- Option 4 – Mix and Match



Option 1 offers individuals the greatest choice and control over their care delivery arrangements but also requires the greatest involvement from them. There tends to be little movement in option 1 volumes as individuals or their families believe that selecting a direct payment will provide them with more personalised benefits. Choosing an option 2 provider to meet needs and fulfil outcomes is dependent on provider capacity and also their responsiveness and flexibility towards individuals. Dissatisfaction with an option 2 provider can result in a different provider being chosen or a different option altogether being selected. Choosing option 3, the local authority care delivery arrangements (GCC), requires less involvement from the individual than the other options. Commissioning decisions will have a direct influence on option 3 provider capacity and this, together with service responsiveness can



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determine whether individuals remain an option 3 client or whether another option is chosen by them. It is possible for individuals to choose two or more options depending on their assessed needs and the outcomes that they wish to fulfil however data issues prevents us from reporting this option 4 figure accurately.

As of 1st December 2022, 196 individuals were in receipt of a Direct Payment and of these, 170 were choosing to use a pre-paid card to manage their monies. The use of a Direct Payment can be linked to all of the IJB's strategic aims and pre-paid cards in particular can be aligned with the 'Technology' enabling priority as they help individuals to manage their Direct Payments more effectively and purchase the goods or services that will meet their assessed needs and fulfil agreed outcomes.

- 3.8.** Out of Area or Cross Border Individual Placements. Residential: There are five (5) contracts for individual out of area placements which will expire in 2023. It is anticipated that direct awards will be made for these placements for a further three (3) years from 1 April 2023. Non-Residential: There are seven (7) contracts for individual out of area supported living placements which will expire in 2023. It is anticipated that direct awards will be made for these placements for a further five (5) years from 1 April 2023 to 31 March 2028. Approval for these placements will be sought from the Chief Officer.¹
- 3.9.** Whilst this expenditure signifies an additional investment, the risks of not making this investment reduce the ACHSCP's opportunity to continue to offer the highest quality services and, subsequently, the achievement of outcomes for individuals.
- 3.10.** Links with Strategic Commissioning

The procurement of works, goods and services is driven by strategic aims. The ACHSCP has established a Strategic Commissioning and Procurement Board (SCPB) to create a clearer link between the programmes of work, the associated budgets, and the procurement work plan and outcomes, in line with the Commissioning Cycle. Throughout the year, the SCPB has

¹ In accordance with Clause 15.5.2 of the Aberdeen City Council Procurement Regulations



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considered the items on this Annual Procurement Work Plan and determined that the services are required to support the delivery of strategic intentions.

4. Implications for IJB

- 4.1. Equalities, Fairer Scotland and Health Inequalities** - As noted in the Business Cases, Health Inequalities Impact Assessment (HIIA) are being carried out by review teams as part of wider estate reviews or have been completed. There are no specific equality or health implications from this report. Nor is there any direct implication for our Fairer Scotland Duty.
- 4.2 Financial** - In estimating the contract values, we have assumed no change in demand for services, and have allowed between 3% and 5% uplifts for 2023/24 to accommodate an annual national increase including the Real Living Wage (RLW). Uplifts have been applied to some business cases over each future year. The national negotiation on the NCHC has not yet concluded so the final outcome is not known; 5% uplift has been allowed for. The initial value of these contracts' forms part of the recurring base budget of the IJB and the uplift percentages have been taken into account when calculating future budget requirements within the Medium Term Financial Framework
- 4.3 Workforce** - There are no specific implications for the Council's or Partnership's workforce arising from this report.
- 4.4 Legal** - The procurement of care and support services is a complex area, it is given special consideration under procurement legislation, with specific statutory guidance and best practice guidance issued by The Scottish Government. Because of this special consideration, there is a discrete team within the CPSS to support and manage the commissioning, procurement and contract management of care and support services, and the Work Plan for these services is presented separately to other reports. In respect to direct awards, the IJB will need to weigh the risk between strictly following procurement regulations against a person's human rights and their right to choose, along with the practicalities of property ownership where services are offered and the unique nature of some contracts where there is only one provider being available to provide the support. Each Business Case has



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been considered and no risk significant enough to warrant a halt to proceeding has been identified.

4.6 Covid-19 – There are no specific implications linked to Covid-19 arising from the recommendations in this report.

4.7 Other - none

5. Links to ACHSCP Strategic Plan

This report links to Strategic Aim 3 Personalisation “Ensuring that the right care is provided in the right place and at the right time when people are in need”. It also links to Enabler 7.2, Principled Commissioning, and the commitment that all commissioned services enhance the quality of life for people and their carers.

6. Management of Risk

6.1. Identified risks(s)

There is a risk that the IJB does not get assurance and accountability for all the money that it spends on services provided by external bodies.

6.2. Link to risks on strategic or operational risk register:

These proposals are linked to Risk 2 on the Strategic Risk Register “There is a risk of IJB financial failure and projecting an overspend, due to demand outstripping available budget, which would impact on the IJB’s ability to deliver on its strategic plan (including statutory work).”

6.3. How might the content of this report impact or mitigate these risks:

By maintaining formal contractual arrangements and robust processes to monitor contracts with external organisations the IJB has assurance not only that it is getting best value but also that this expenditure is aligned to their strategic priorities and is reviewed regularly.

Borganised Reference	Service	Team/Client Group	Description of Requirement	Est Contract/Contract Extension Start Date	Est Contract/Contract Extension End Date	Maximum Extension Period (Months)
000-YCLJ6512	H&SCP	Adults with physical disabilities	Business Case C; A specialist care home offering homes for life for adults with physical disabilities based in Aberdeen.	01/04/2022	31/03/2028	0
000-LJRY1438	H&SCP	Adults with Learning Disabilities	Business Case D; the Direct Award of contract for five years to a learning disability residential service. By continuing with these contractual arrangements, it ensures the consistency of care for people and enables them to stay in their own homes, homes they have chosen (in accordance with their human rights) and where they have security and stability.	01/04/2022	31/03/2028	0
000-BFJN2894	H&SCP	Adults with Learning Disabilities	Business Case E; a direct award for a contract with a local service provider for the provision of a Day Service for young adults	01/04/2023	31/03/2027	0
000-XNJU3611	H&SCP	Dementia Services	Business Case F; Approves a 6 month extension to the existing contract, from 1 April 2023 to 30 September 2023, to give time for a tender to be carried out. Approves a tender exercise for the provision of a Dementia Support and Advice Service and the award of a new contract for 3 years, plus an optional 2 x 1 year extensions	01/04/2023	30/09/2028	24
000-KMKD3243	H&SCP	Older People	Business Case G; Approves a one year extension to the current contract; Approves a tender exercise for the provision of Care at Home and Housing Support services at Victoria Grange Very Sheltered Housing complex	01/04/2023	31/03/2029	24
Various Providers (see Appendix in the Business Case)	H&SCP	Older People	Business Case H; Approves the direct award of the extension of existing National Care Home Contracts (NCHC) by a further 1 year, to 14 April 2024, at an estimated additional cost of £36,523,865. These contracts include arrangements for block funding interim and respite beds which were agreed with several homes, under a variation of the NCHC. The original contract started in 2013	13/04/2023	14/04/2024	0
000-XFPX2456	H&SCP	Adult Support Living Services	Business Case I; approves the direct award of a contract for supported living services; The model of support with the current provider with its ethos of a shared community life and economies of scale ensures best value for money	01/04/2023	31/03/2028	0

000-PJQM2513	H&SCP	Adult Services	Business Case J; approves a direct award of a contract to the incumbent provider. The partnership commissions the provision of a support service to individuals with Huntington's Disease and their families for carers Support and an advice service	01/04/2023	31/03/2026	0
000-MKPA7759	H&SCP	Adult Support Living Services	Business Case K; It is recommended that the Integrated Joint Board approve additional expenditure through the framework of £24,000,000 for the lifetime of the framework agreement (including the optional one year extension to 31/08/2024) There is currently approval from the IJB for a spend of £54,870,301 through the framework. It is anticipated, however, that spend on current commissioned supported livings services will reach approximately £75,500,000 by 31 March 2024. This increase is due additional uplifts in line with Scottish Living Wage and an increase in the needs of supported individuals and therefore the cost of individual packages. There are also a number of new accommodation developments anticipated during the lifetime of the framework which will increase the spend	01/09/2020	31/08/2024	12
000-AHKG9874	H&SCP	Adults with Neurodisabilities	Business Case L; approves a direct award of a contract for 5-years; the service is a specialist neurological care centre based in Aberdeen, caring for a maximum of 44 people aged 18 and over with a range of neurological conditions such as Huntington's Disease and Multiple Sclerosis. Both Aberdeen City & Aberdeenshire Health and Social Care Partnerships' ('H&SCPs') purchase placements for the existing service	01/04/2023	31/03/2028	0
000-NVAL8589 and 000-QEGJ3254	H&SCP	Older People	Business Case M; Approves a direct award to the incumbent provider for the delivery of Care at Home and Housing Support services at two very shelter housing complexes. There are a number of stand-alone contracts to Care at Home and Housing Support services in Very Sheltered Housing complexes in Aberdeen	01/04/2023	31/03/2028	24
000-UPNV4557	H&SCP	Self-Directed Support	Business Case N; The Self-directed Support PPC Business case seeks approval for the recommissioning of this provision given that the current contract expires in July 2023. As of 1st December 2022, 196 individuals were in receipt of a Direct Payment and of these, 170 were choosing to use a pre-paid card to manage their monies. The use of a Direct Payment can be linked to all of the IJB's strategic aims and pre-paid cards in particular can be aligned with the 'Technology' enabling priority as they help individuals to manage their Direct Payments more effectively and purchase the goods or services that will meet their assessed needs and fulfil agreed outcomes.	22/07/2023	21/07/2028	24

For information						

Various contract ref numbers	H&SCP	Residential Services	Out of Area or Cross Border Individual Placements. Residential: There are five (5) contracts for individual out of area placements which will expire in 2023. It is anticipated that direct awards will be made for these placements for a further three (3) years from 1 April 2023 to 31 March 2026. Non-Residential: There are seven (7) contracts for individual out of area supported living placements which will expire in 2023. It is anticipated that direct awards will be made for these placements for a further five (5) years from 1 April 2023 to 31 March 2028.	01/04/2022	31/03/2028	0
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NOT FOR PUBLICATION – This report contains exempt information as described in paragraph 6 (Information relating to the financial or business affairs of any particular person (other than the authority)) and paragraph 9 (Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services) of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973, enacted by the Local Government (Access to Information) Act 1985. This is applied in this case because, in view of the nature of the business to be transacted or in the nature of the proceedings, if members of the public were present, there would be disclosure to them of exempt information as defined in the Schedule.

Date of Meeting	31 st January 2023
Report Title	Grants
Report Number	HSCP.23.005
Lead Officer	Fraser Bell, Chief Operating Officer (interim)
Report Author Details	Name: Shona Omand-Smith Job Title: Commissioning Lead Email Address: SOmandSmith@aberdeencity.gov.uk Phone Number: 07765 414646
Consultation Checklist Completed	Yes
Directions Required	Yes
Appendices	A) Direction to ACC B) Business Case C) Business Case D) Business Case E) Procurement plan

1. Purpose of the Report

1.1. The purpose of this report is to ask the Integration Joint Board (IJB) to direct Aberdeen City Council (ACC) to extend grant funding arrangements. The report also advises the IJB of the key focus of attention expected of providers during this time, and the opportunities that this offers to support the delivery



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of the Aberdeen City Health and Social Care Partnership (ACHSCP) strategic aims, and transformational activity.

2. Recommendations

2.1. It is recommended that the Integration Joint Board:

- a) approves the expenditure for the Third sector interface as set out in Appendix A and business case in appendix B
- b) approves the expenditure for the Independent social care sector representative as set out in Appendix A and business case in appendix C
- c) approves the expenditure for four counselling services and a transport service, as set out in Appendix A and business case in appendix D
- d) Make the Direction in Appendix A to Aberdeen City Council and instructs the Chief Officer to issue that Direction to Aberdeen City Council.

3. Summary of Key Information

3.1 The role of Third sector interface is to ensure third sector engagement and build capacity for the transformational change within five programmes of work which were aligned to the ACHSCP strategic plan and included; demand management, early intervention and prevention, digital and data, conditions for change and infrastructure. The 'provider' has delivered on the broad aims of the business case since this time. Working more closely in partnership with other stakeholders including the ACHSCP, they continue to support market facilitation opportunities, and actively represent the third sector during discussion and planning with the ACHSCP. Historically the grant funding for the third sector interface has been for three years, however given the anticipated creation of a National Care Service which is anticipated by 2026, a two-year extension from 2023-2025 is considered appropriate at this stage.

3.2 The independent social care sector representative provide support on five programmes of work engaging the social care sector and build capacity for the transformational change including: Demand Management, Early intervention and prevention, Digital and data, Conditions for change and infrastructure. These programmes of work align closely to the Strategic priorities of the ACHSCP Strategic Plan for 2022-2025 including, Caring



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together, Keeping people safe at home, Preventing ill health and Achieve fulfilling, healthy lives. The sector representative has worked broadly to deliver on the business case and would like to continue to embed the work longer term. In previous years the grant funding for the independent sector has been for three years, however given the anticipated formation of the National Care Service, which is anticipated by 2026, a shorted period of funding from 2023-2025 is considered appropriate.

- 3.3. Grant funding arrangements have been in place for four organisations for the delivery of counselling and transport services for several years and will be reviewed 2023/2024 in line with the objectives of the ACHSCP Strategic Plan.
- 3.4. In Spring 2023 the Commissioning Lead will hold a set of engagement events with the counselling services together to develop a stronger collective ethos around counselling services aligned to the ACHSCP Strategic Plan. The intent is to initially explore with a view to developing an alliance contractual agreement as detailed in the ACHSCP Strategic Plan.
- 3.5. The work to look at a transport solution across Grampian was planned to commence in 2020 but due to the pandemic this piece of work didn't take place. Additional funding via this grant contribution for this service will enable this work to happen.
- 3.6. The Commissioning Lead meet with the Grant providers every quarter to build and maintain relationships, keep abreast of developments and monitor impact and outcomes against the key deliverables.

4. Implications for IJB

- 4.1 **Equalities** - All decisions are made taking equality factors into account. There are no specific equality implications with this report.
- 4.2 **Fairer Scotland** – There are no direct implications for our Fairer Scotland Duty as a result of the recommendation in this report.
- 4.3 **Financial** - Expenditure is within identified current budgets and is built into the Medium-Term Financial Forecast for 2023. There are no specific



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financial implications arising from this report, other than the ongoing grant which can be funded from within current budgets.

4.4 Workforce - There are no specific workforce implications arising from this report.

4.5 Legal - There are no specific legal implications arising from this report. All legal requirements in terms of procurement legislation will be met.

4.6 Other – Nil

5. Links to ACHSCP Strategic Plan

5.1 This report links to many aims within the strategic plan including:

- Explore opportunities for working with those on waiting lists to help support them while they wait, or divert them from the list
- Develop and implement a volunteer protocol and pathway with a view to growing and valuing volunteering within the health and social care system
- Continue to support initiatives supporting staff health and wellbeing
- Seek to expand the use of Technology Enabled Care (TEC) throughout Aberdeen

6. Management of Risk

6.1 Link to risks on strategic or operational risk register: These proposals are linked to Risk 1 on the Strategic Risk Register - Market Sustainability

6.2 How might the content of this report impact or mitigate these risks: By strengthening the partnership working between ACVO, Scottish Care, Counselling services and Transport services and the ACHSCP, and by aligning this relationship around the key deliverables it is anticipated that the market will prioritise its activity appropriately and be strengthened through this alignment.

Approvals	
	Sandra MacLeod (Chief Officer)



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Paul Mitchell (Chief Finance Officer)
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