



**South Ayrshire Carers
Strategy
2012-2017**

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1. Introduction

This document will set out the strategic framework for helping and supporting unpaid carers across South Ayrshire over the next five years. It is recognised both nationally and locally that Health and Social Care services depend upon copious amounts of caring provided by partners, family members and others to respond to the increasing challenges posed by an ageing population.

The economic contribution that unpaid carers make to the economy is highly significant. It is estimated that carers save statutory services £7.6 billion per year in Scotland. In South Ayrshire carers support would cost £180 million to replace.

The high social and economic value of unpaid carers is fundamental to society's ability to cope with the increasing demand for older people's services. There is therefore a need to ensure that unpaid carers are assisted in their role as far as possible, and that the services they provide are recognised and fully supported.

The aim of this strategy is to: identify the outcomes we wish to achieve for unpaid carers taking into account the national and local policy context and specific issues in relation to young carers, outline the gaps in the current provision of services available to support unpaid carers in South Ayrshire, and develop the actions required at a local level to ensure the outcomes are achieved over the next 5 years.

The strategy is broken down into the following sections:

- National context and profile of unpaid carers across Scotland.
- Local context and profile of unpaid carers in South Ayrshire.
- Existing provision of services, key gaps and actions.
- Adult Support and Protection
- Child Protection
- Equalities
- Monitoring and Evaluation

2. National Policy Context and Profile of Unpaid Carers

2.1 Policy Context

In the past ten years there has been significant work undertaken by the Scottish Government to highlight the strategic importance of unpaid carers, and to develop a framework for delivering support to carers across the country. This work has taken place within the context of planning services and targeting resources in response to meeting the needs of an ageing population into the future.

2.1(1) Care 21

In 2004 the Scottish Government commissioned a study entitled 'Care 21' on the future of unpaid care in Scotland. A total of 22 recommendations arose from the study for the consideration of the Scottish Government, NHS Scotland, Health Boards and Local Authorities. The four priority areas were:

- Training opportunities for carers.
- Breaks from caring.
- Young carers.
- Health of carers.

2.1(2) Caring Together – The Carers Strategy for Scotland (2010-2015)

Improving support for unpaid carers has continued to be a priority for the Scottish Government, to ensure long term carers get the right support to protect their own mental, emotional and physical health. The strategic work around carers has culminated in the development of a National Carers Strategy for Scotland to direct the strategic framework for the delivery of support across Scotland over the next 5 years.

This strategy has been built upon the substance of Care 21 and provides a framework for the future delivery and funding for carer services. The key themes highlighted in the national strategy are:

- Consolidating the legal rights and key principles for carer support in a Carers Rights Charter.
- Developing measures to help professionals in the health and social care workforce to identify carers.
- Taking steps to improve the uptake and quality of assessments and support plans for carers.

- Improving the provision of advice and information to carers.
- Ensuring there is carer representation on Community Health Partnerships.
- Tackling the poor health of carers which can arise as a direct result of caring.
- Investment in training for carers.
- Investment to develop more innovative short break provision in Scotland delivered by the Voluntary Sector.
- Develop clear strategic planning and collaborative working between health and social care services to ensure the delivery of coordinated supports and services to unpaid carers.

2.1(3) *Reshaping Care for Older People Agenda*

The strategic development of support for carers sits within the National Reshaping Care for Older People Agenda. The ever increasing ageing population in Scotland will place extreme pressure on the demand for Health and Social Care services over the next ten to twenty years. This increase in demand will have huge resource implications across the country.

As a means of responding to this challenge the Government is striving to shift the balance of care and resources from institutional to community settings through the development of local partnership mechanisms, most obviously Community Health Partnerships. The overall vision for Reshaping Care is that 'older people in Scotland are valued as an asset, their voices are heard and older people are supported to enjoy full and positive lives in their own home or in a homely setting'.

Support for unpaid Carers forms a key component of this national approach. The recently released Change Fund is in place to support the shift in the balance of care. This has provided initial funding for 1 year (2010-2011) with the expectation that this will be in place for a total of 4 years. Twenty percent of Local Authority Change Fund bids for 2012-2013 are to be initiatives which will provide support and assistance to carers.

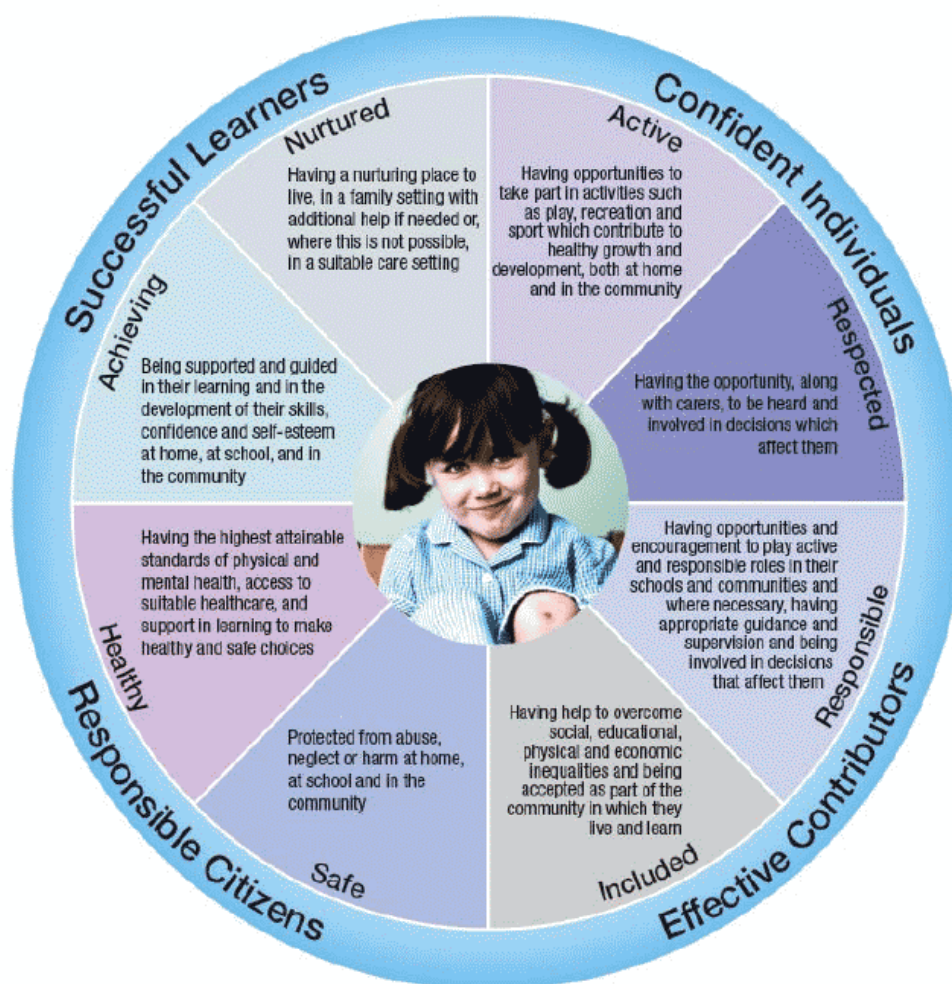
2.1(4) *'Getting it Right for Young Carers' –The Young Carers Strategy for Scotland (2010-2015)*

To take forward the specific issues relating to young carers, a national Young Carers Strategy for Scotland was contained as a separate strategy within the overarching Carers Strategy, which acknowledges where additional activity was needed for young carers (i.e. school based support). The Care 21 report also recommended that Local Authorities should establish Young Carer Forums which are supported by a Young Carer Strategy. The key priorities in the national Young Carer Strategy include:

- Increasing awareness and support for young carers in transitional periods.

- Issues around the definition of young carers, particularly what is the upper age limit and what impact this will have on services.
- The need to include a specific focus on the needs of older young carers, (those aged 18-24).
- The difficulties young carers face in accessing further education, training and employment and how they can be supported in this.

GIRFEC is a fundamental way of working across all statutory and Third Sector services and is the delivery mechanism for improving outcomes for children and young people. GIRFEC has identified 8 areas of well-being as areas in which children and young people need to progress in order to do well now and in the future. These are illustrated in the following diagram:



The impact of caring can significantly reduce children and young people's opportunities. South Ayrshire is committed to addressing the negative impact of caring on young people to ensure that young carers achieve the following National Outcomes:

- Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- Our children have the best start in life and are ready to succeed.
- We live longer healthier lives.
- We have tackled the significant inequalities in Scottish society.
- We have improved the life chances for children, young people and families at risk.
- We live our lives safe from crime, disorder and danger.
- We have strong resilient and supportive communities where people take responsibility for their own actions and how they affect others.

2.1(5) *The United Nations Convention on the Rights of the Child (UNCRC)*

Partners in South Ayrshire are committed to supporting and promoting children's rights and the UN Convention on the Rights of the Child (UNCRC). The demands made on young carers can deny them some of their UNCRC rights. Their caring responsibilities can impact on their right to enjoy appropriate leisure, recreational and play activities (Article 31), can restrict opportunities to join groups and clubs or spend time with friends (Article 15), and can have a detrimental effect on their education (Article 28 and 29).

The national and local vision for young carers is that they will:

- Have their rights respected and promoted.
- Be treated at all times with respect and dignity.
- Be treated as individuals and have any particular or special needs recognised.
- Be relieved of inappropriate caring roles and able to enjoy their childhood.
- Have a life outside of caring.
- Be supported to stay physically and mentally well.
- Be informed through access to information, advice and support.
- Be involved and empowered in making an age-appropriate contribution to caring.

2.1(6) *National Community Care Outcomes Framework*

The Community Care Outcomes Framework (CCOF, 2009/2010) was developed to assist Community Health Partnerships to understand their performance at a strategic level, at improving outcomes for people who use Community Care services or support, and their Carers. It also allows partnerships to share this information across Scotland and compare performance directly on the basis of consistent and clear information. The CCOF is currently under review, however there are two measures that specifically relate to carers:

- The percentage of carers who feel supported and capable to continue in their role.
- The percentage of carer assessments completed to national standards.

2.2 National Profile of Unpaid Carers

2.2(1) Definition of a carer

A carer is someone who, without payment, provides help or support to a friend, neighbour or relative who could not manage otherwise due to frailty, illness or disability.

2.2(2) Numbers of Carers

- There are an estimated 657,300 unpaid carers across Scotland, (Scottish Household Survey (SHS), 2007-2008).
- 79% of households with carers have one carer, 17% have two or more and 4% have 3 or more carers in the household.

2.2(3) Carer Requirements across Scotland

- It is estimated that there is a person requiring care in 14% of Scottish households, however 33% of households report that there is a person in the household with a long term illness or disability, (SHS, 2007-2008).
- Around 10% of the population provides care to another person.

2.2(4) Who Carers Care For

- The majority of carers provide care to a parent, followed closely by care to other relatives such as spouses, children and siblings (SHS, 2007-2008).

2.2(5) Time Spent Caring

- Almost half of Scottish carers providing care to other household members were providing 'continuous care'.
- 23% of all carers are caring for 50 hours or more.
- 63% of carers were undertaking less than 20 hours of care each week (Census, 2001).
- For those carers helping or caring for another person not living with them, 79% reported that they were providing less than 20 hours of care each week (SHS, 2007-2008).

2.2(6) Duration of Caring Role

- For those undertaking a caring role within the household, over 70% of carers have been providing care for more than 5 years (SHS, 2007-2008).

2.2(7) Age, Gender and Ethnicity of Carers

- As carers get older they take on more caring responsibilities (Census, 2001).
- The data indicates that around 11% of women are undertaking a caring role, compared to 8% of men.
- The overall prevalence of female carers to male carers is around 60:40 (Census, 2001).
- Between the ages of 30 and 69, more women are carers but the gender balance is more even for young carers and for older carers aged 70 and over, when a caring role is undertaken within the household (SHS,2007-2008).
- All of the data suggests the difficulty in understanding the numbers of Black and Minority Ethnic groups (BME) carers in society. Low reported numbers of carers should not be assumed to mean low prevalence of caring, but rather a reflection of the difficulties survey research has in adequately representing these groups.

2.2(8) Economic Activities and Worker Status

- For carers in employment, part-time workers are the most likely to be carers.
- Of those who undertake over 20 hours of care each week, part-time workers and unemployed people are the predominant carer groups (Census, 2001).
- The working status of a household least likely to contain a carer who cares for another household member is single working adult households.
- The status of households most likely to contain a carer is a couple household where neither works, (SHS, 2008-2009).

2.2(9) Socio-economic Status of Carers

- The biggest proportion of households with a carer who cares for another household member, (28%), are in the 20% most deprived data zones in the SIMD (Scottish Index of Multiple Deprivation).
- The proportion of households with a carer then decreases steadily as deprivation decreases, so that the least deprived 20% of data zones also has the lowest prevalence of households with carers in Scotland (SHS 2007-2008).

2.2(10) Housing Tenure

- Carers who care for other household members are most likely to own their property outright (35%), which is likely to be linked to a tendency for carers to be older and/or retired.

- A further 33% of households with a carer are social rented tenants (SHS, 2008-2009).

3. Local Policy Context and Profile of Carers in South Ayrshire

3.1 Policy Context

The strategic framework for the delivery of support for carers at a local level has been in development over the past five years. This work has been undertaken as part of the reshaping care agenda and to enable the Council to achieve the outcomes set out in the South Ayrshire Single Outcome Agreement (SOA). The strategic work around carers has developed through the South Ayrshire Community Health Partnership (CHP) and the Adults and Older People's Officer Locality Group which sits beneath the CHP.

3.1(1) *Single Outcome Agreement*

The Scottish Government along with Local Authorities and partners are working together to achieve a number of national outcomes. What the Local Authority and partners are doing to achieve the national outcomes is set out in the South Ayrshire Single Outcome Agreement.

The strategic work to improve support and services for carers across the Council contributes to achieving the outcomes set out in the South Ayrshire Single Outcome Agreement. Specific outcomes relating to carers are:

- The balance of care is shifted to more localised Health and Care services.
- Increase and maintain the independence of older people and people with long term illnesses or disabilities.

3.1(2) *Community Health Partnership and Officer Locality Groups*

There is a clear partnership structure in place to deliver the health and wellbeing outcomes outlined in the Council's Single Outcome Agreement. The South Ayrshire Community Health Partnership is a multi disciplinary forum consisting of representatives from the NHS, South Ayrshire Council, the Voluntary and Third Sectors, Private Sector and South Ayrshire residents.

The purpose of the partnership is to facilitate joint working between the people who deliver, shape and receive health and related support services in South Ayrshire, to achieve the outcomes in the SOA.

The Adult and Older Persons Officer Locality Group is a smaller group which sits within the CHP, and drives forward the strategic work relating to Older People's services, including the delivery of support and assistance to Carers. This group works to provide a strategic framework for the delivery of Older People's services across South Ayrshire. Over the past year the group has been primarily responsible for coordinating the submissions to the Change Fund, and monitoring and evaluating the impact of this money on the Reshaping Care agenda in South Ayrshire.

The Children and Families Officer Locality Group works to develop strategic responses in relation to children and young people. The group works within the 'Getting it Right for Every Child' (GIRFEC) partnership structure and model of practice, to deliver on the national and GIRFEC outcomes relating to children and young people, including young carers.

3.1(3) *Local Impact of Change Fund on Carers*

The Scottish Government's national Change Fund programme has been made available to assist Local Authorities to accelerate the planned shift in Health and Social Care resources from institutional to community settings. The allocation of funding to South Ayrshire for year one amounted to £1.89 million from a national budget of £70million.

From the £1.89million allocated to South Ayrshire, £162,000 has been targeted to supporting carers of older people through the local carers centre.

Given the national recognition of the importance of unpaid carers and the development of the National Carers Strategy for Scotland, it is now a national guideline that at least 20% of all future Change Fund Local Authority allocations must be targeted to initiatives to support and assist carers in the local area.

3.1(4) *Impact of National Strategy*

In the National Carers Strategy the Scottish Government pledged to invest £5 million over the 5 years from 2010-2015 to provide flexible, personalised short break provision to carers. Of this, £50,000 may be made available per year to invest in this at a local level. Innovative solutions have included; promoting the use of volunteers to give carers a break, building community capacity, ensuring more flexible use of and access to universal provision such as play-schemes for children with disabilities, and more beds being made available for short breaks (respite) in care homes.

3.2 Local Profile of South Ayrshire Carers

3.2(1) Numbers of Carers

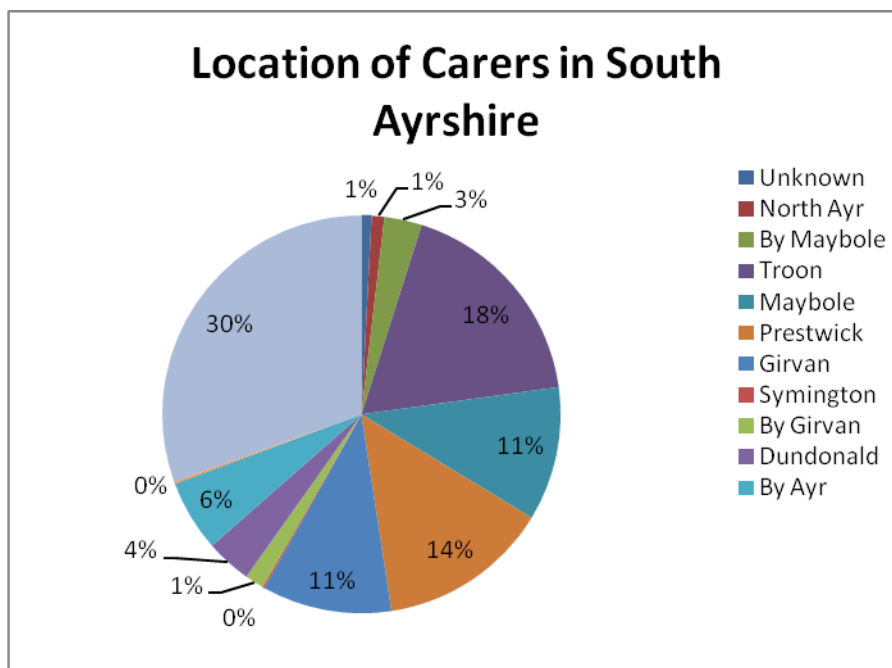
It is estimated that there are approximately 657,000 unpaid Carers in Scotland and 7% of households has a resident carer. Based on the population in South Ayrshire this would translate to approximately 14,000 Carers of which 25% of households has a resident carer.

3.2(2) Age of Carers

Based on information provided by the South Ayrshire Carers Centre, the age of Carers in the Local Authority is:

Unknown	7%
Under 18	12%
18-35	12%
36-59	24%
60-74	25%
75+	20%

3.2(3) Location of Carers



3.2(4) Young Carers

Definition:

‘Young carers are children and young persons under 18 who provide, or intend to provide, care, assistance or support to another family member. They carry out, often on a regular basis, significant or substantial caring tasks and assume a level of responsibility which would usually be associated with an adult’ (Blackwell Encyclopaedia of Social Work, 2000).

It is estimated that there are some 1,324 young carers in South Ayrshire, which equals 10% of the school age population. However, there are variations in the estimated number because different definitions of a ‘young carer’ exist and because universal services do not keep information on the numbers of young carers they are working with. Furthermore children and young people who provide care do not always see themselves as carers.

Some young people perform a caring role without it being to their detriment and very much see this as a normal part of family life. It gives them identity, in common with other young people and conveys the contribution they make to looking after a loved one. Some young carers identify strongly with the term as it recognises and describes what they do.

Some young people who provide care to adults do not recognise themselves as a young carer. Other adults are fearful of intervention from statutory services and therefore do not allow services into their home or avoid sharing information regarding how much care the young person is providing. Many young carers are therefore not identified as such and face difficulty accessing support.

The role of caring can place inappropriate demands on young people, place them at risk and deny them a childhood. This can have a negative impact on a young person’s education, social well-being, mental and physical health and can place them at higher risk of abuse and neglect.

The South Ayrshire approach to supporting young carers is based on the GIRFEC model of practice. One of the most effective ways of relieving young carers of detrimental caring responsibilities is for Health, Education, Social work and Third Sector organisations to provide adequate support to meet the cared for person’s needs and work together to identify, assess and support young carers. The GIRFEC partnership approach will enable existing resources to go further by improving partnership working, removing bureaucracy, reducing duplication and focusing on front-line delivery of services. In placing the child at the centre, GIRFEC focuses on

the well-being of the individual rather than whether or not a child is identified or defined as a 'young carer'.

Many of the responses that young carers themselves ask for are not resource-intensive. While many practitioners are supportive, young carers tell us that if greater awareness and sensitivity were shown by Education, Health and Social services staff more widely, as well as by colleges and employers, young carers situations could be improved significantly.

4. Existing Services, Key Gaps and Actions

The strategic framework for support and services for carers in the National Carers Strategy has been split into a number of key themes. The key themes apply to both adult and young carers, with a separate focus on school based support for young carers. This section will look at each theme in turn, outline what services currently exist in South Ayrshire, identify the key gaps in service provision, and set out some actions for improvement. Actions will be identified for adult and young carers separately. Full strategic action plans outlining timescales and targets are detailed in **Appendices 1a and 1b**.

The thematic groups are:

- Identification of Carers.
- The involvement of Carers in planning and designing services.
- The uptake and quality of assessments for Carers.
- Information and advice for Carers.
- Health and well being of Carers.
- Time-out for Carers (respite, short breaks).
- Training for Carers
- Housing and Housing Support.
- School based support (young carers).
- Use of assistive technology to assist Carers in their role.
- Advocacy Support.
- Employment and Skills.
- Poverty and financial inclusion.

4.1 Identification of Carers

The identification of unpaid Carers is the first step to opening the door to a Carers assessment and to the provision of support. There is a need for a greater emphasis on workforce training to increase ‘carer awareness’ amongst professionals to facilitate access to the necessary supports and services.

With an estimated 1,324 young carers in South Ayrshire, and with only a small percentage being supported by dedicated services, it is important that other agencies who engage with young people recognise that a number will be young carers. It is vital that statutory and Third Sector services including the NHS, schools, Social Work services, Housing services and voluntary and community organisations have an understanding of the role young carers play and work together to identify and support them.

4.1(1) - Identification of Adult Carers

Existing Services	Identification of carers through contact with Social Work and Health services.	Identification of carers through the GP practice based work delivered by the carers centre.	Identification through the promotion of advice and information for carers as part of the Carers Information strategy.
Key Gaps	Carers still find it difficult to access dedicated advice and information in the community.	Lack of recognition of the role of carers across other services (Housing Support services, Addictions Services and Housing Management).	GP services still not proactive enough in identifying carers in the community.
Actions	1.1AC Development of dedicated and proactive information and advice for carers available in the community, and ensure this is accessible to older people without internet access.	1.2AC Implement awareness raising sessions to highlight the importance of unpaid carers across a range of services including the role of neighbours and secondary carers.	1.3AC Further development of GP practice based work.

4.1(2) – Identification of Young Carers

Existing Services	Support and Pastoral care in schools, school carers' information worker at carers' centre.	GP performance measurement includes evidence of protocols for identification of carers, close contact with households through the provision of health care and assessments.	Existing networks are in place for frontline staff to identify and support young carers across Social Work and the NHS.	Networks of community groups and organisations which are well established to identify young carers as part of the services they provide.	
Key Gaps	Still a need to raise awareness and provide support to young carers within schools.	Young carers still express frustration that they can be excluded from discussions regarding the cared for person and not acknowledged by GPs.	Limited involvement of young carers in assessments and lack of holistic approach beyond the needs of the cared for person.	Still a lack of awareness and understanding amongst Third Sector organisations regarding the role of young carers and how they can be supported.	Lack of public awareness across South Ayrshire about young carers which has led to a 'hidden population' of young carers.
Actions	<p>1.1YC Implement the Young Carers Toolkit in schools.</p> <p>1.2YC Review policies, procedures and approaches for identifying young carers in schools, to reflect the impact of current policy and legislation, including Curriculum for Excellence.</p>	<p>1.3YC NHS Ayrshire and Arran will confirm the local details on the work of the Scottish Government, to work with the Royal College of General Practitioners Scotland on its plans to provide guidance to all GP practices in Scotland on carer and young carer identification and support.</p>	<p>1.4YC NHS Ayrshire and Arran will work with NHS Education Scotland to communicate locally to the relevant regulatory, professional and national bodies the importance of identifying and supporting young carers in workforce training and education.</p>	<p>1.6YC Develop partnership working with local schools, parents and the Third Sector, including young carers' services in order to improve identification of and support for young carers.</p>	<p>1.7YC Develop and disseminate leaflets and information re young carers, which signpost to support and advice services, throughout the community.</p>

4.2 The Involvement of Carers in Planning and Designing Services

To develop the best possible services and supports for carers in the future, it is vital that carers themselves are central to the planning, shaping and delivery of services for the people with carer needs, and in relation to support for themselves. There is a balance to be achieved in terms of ensuring carers can be part of groups and structures which design and plan services, and ensuring they have the capacity and support to spend time away from their caring role to do this. There is a responsibility to develop more flexible processes for carers to become involved in service planning.

With regard to young carers, it is important to tap into the existing network of community organisations and services for young people, to gather the views of young carers on the development of new policies and practices. On an individual level it is vitally important to ensure that young carers are fully involved in the design of care and support services for the person they are caring for, and help to make the decisions which affect them.

4.2(1) - Adult Carer Involvement in the Planning and Design of Services

Existing Services	Carer representation within the Public Partnership Forum Core Group.		
Key Gaps	No structural mechanisms in place for carers to be involved in service planning.		
Actions	2.1AC Establish a formal network of carers similar to that in East Ayrshire.	2.2AC Ensure that there is carer representation on the Community Health Partnership Forum	2.3AC Ensure that carers have influence within the NHS and the Community Planning Board.

4.2(2) – Young Carer Involvement in the Planning and Design of Services

Existing Services	Carer Centre representation within the Public Partnership Forum Core Group.		
Key Gaps	No structural mechanisms in place for young carers to be involved in the design of services.		
Actions	2.1YC Establish a Young Carers' Forum within South Ayrshire	2.2YC Ensure that CHPs consult with Third Sector organisations, schools and community groups re new policy and practice to gather the views of young carers.	2.3YC Review assessment processes and support plans to ensure young carers are included in decisions re the person they are caring for.

4.3 Carer Assessments

To ensure that the needs of carers are fully recognised and responded to, there is a need to improve the uptake and quality of carer assessments and support plans. It is proposed that this is achieved nationally through workforce training and widely-disseminated guidance, as well as by inclusion of the role of assessments in the forthcoming NHSinform carers' information zone. Carer centres will continue their vital work in supporting this process.

A thorough, timely, individualised assessment is the key to identifying the needs of young carers and to accessing appropriate support. In 2002 the Community Care and Health (Scotland) Act amended the Social Work (Scotland) Act 1968 to give carers the right to request an assessment of their ability to care, and extended this provision to young carers under the age of 16. However, despite this, very few young carers receive an assessment of their contribution and needs. Of those who responded, 81% of young carers at the Scottish Young Carers Festival had not been assessed.

4.3(1) – Adult Carer Assessments

Existing Services	Social Work and Health services provide Carer assessments which are subsequently used to identify further supports and services needed.		
Key Gaps	The overall uptake of Carer's assessments across South Ayrshire continues to be low.	Assessments often do not reflect the real needs of Carers in the household and do not prioritise those most at risk.	Still difficult to access the supports and services required which have been identified by an assessment.
Actions	3.1AC Carry out training sessions with frontline staff to develop skills in completing and assessing Carer's needs.	3.2AC Review the Carer's assessment to ensure the correct questions are being asked and those at risk are prioritised.	3.3AC Develop clear procedural pathways to ensure carers assessments lead to improving access to services.

4.3(2) - Young Carer Assessments

Existing Services	Social Work and Health services provide Carer assessments which are subsequently used to identify further supports and services needed.		
Key Gaps	The overall uptake of young carer's assessments across South Ayrshire continues to be low.	The focus of assessments is still for the cared for person and adult Social Work teams may not feel responsible for assessment of children or young people.	Young people are often not aware or do not feel empowered enough to deal with adult professionals and to request an assessment of their needs.
Actions	<p style="text-align: center;">3.1YC</p> <p>South Ayrshire Council, NHS Ayrshire and Arran and partners will encourage and support the South Ayrshire Princess Royal Young Carers' services to review their assessment models in light of the development of the GIRFEC programme. If not already done so. By the autumn 2012.</p>	<p style="text-align: center;">3.2YC</p> <p>Review the Carers assessment to ensure the needs of young people are assessed and determine who has responsibility for the assessment process through clear protocols and procedures.</p>	<p style="text-align: center;">3.3YC</p> <p>Develop advocacy services for young carers and advice and information to make young carers aware of their rights and how to enforce them.</p>

4.4 Information and Advice for Carers

It is vital for carers to be aware of the local services and supports that are available and how to access them. There is a need to develop proactive and dedicated advice and information for carers, and ensure that it is readily available within the community. The role of advice and information is crucial to enable initial engagement with carers.

In relation to young carers, the GIRFEC partnership approach provides an opportunity to develop multi agency advice and information and distribute it across a number of statutory services. It will be vital for all services which come in to contact with young people to be aware of the role of young carers, to identify them

and enable them to access support. This should be integrated into the daily work carried out by these services and throughout the community.

4.4(1) - Information and Advice for Adult Carers

Existing Services	Statutory services such as Social Work and primary health care provide a range of carers support information and advice.	Specialist support (including provision of information) is available from the local Carers' Centre which is supported by Unity Enterprise and Princess Royal Trust for Carers (PRTC)	Alzheimer's Scotland South Ayrshire information service.
Key Gaps	Some existing services are under utilised as carers do not know about them.	There is still a lack of communication between frontline services which leads to a breakdown in the provision of advice and information.	The information and advice which is available is not always what the carers needs/wants
Actions	4.1AC Ensure there is wider availability of information and advice across the full range of community services.	4.2AC Develop flexible drop in advice surgeries for carers throughout the community including in rural areas.	4.3AC Review the advice and information available by consulting with carers on the type of information and advice they need

4.4(2) - Information and Advice for Young Carers

Existing Services	The GIRFEC agenda is now in place which provides a network of services which can share and distribute advice and information on a wider basis.	Specialist support (including provision of information) is available from the local Carers' Centre which is supported by Unity Enterprise and Princess Royal Trust for Carers (PRTC)	
Key Gaps	Some young carers do not feel they can access advice and information themselves or know how to use it.	There is no dedicated service to assist young carers specifically.	Gaps still exist between frontline services across different organisations in terms of communication and information regarding young carers.
Actions	4.1YC Develop advocacy services for young carers throughout the local community to enable them to make best use of advice and information and to understand how it applies to them.	4.2YC South Ayrshire Council and NHS Ayrshire & Arran and Partners will continue to work with the South Ayrshire Carers Centre to promote their work in identifying and supporting young carers.	4.3YC Develop a GIRFEC training programme to be delivered to all frontline staff via the GIRFEC partnership structure.

4.5 Health and Well-being of Carers

As carers can suffer poor health and well being as a result of caring, maintaining the physical and mental health of carers is vitally important. Carers should have access to regular health checks to combat illnesses associated with caring such as stress and depression. The Scottish Government has pledged to produce a bespoke resource on issues relating to stress and caring to complement the successful *Steps for Stress (2009)*, and to continue to work with GPs and national carer organisations on carer identification and support, including promoting good health.

The impact of caring on a young person can have significant and long lasting effects on their social well being and their physical and mental health. The demands of caring can limit a young person's free time and their opportunities to enjoy social contact and friendships. Missing out on opportunities and being denied aspects of their childhood can also have an adverse impact on a young carer's emotional and psychological well-being. They can be seen as different from their peers, who do not understand what they are dealing with at home and why they cannot join in activities. This can result in confrontation, isolation and exclusion.

4.5(1) - Health and Well-being of Carers

Existing Services	Keep Well, the national anticipatory health initiative provides health checks for key 'at risk' groups.	Crossroads 'Caring for Carers' is a charitable organisation which provides advice and support to carers in South Ayrshire.	Ongoing support and information provided to Carers from Alzheimer's Scotland	South Ayrshire Dementia Support Association (SADSA) provides day centres, home support and carer support	
Key Gaps	Lack of joined up services for Carers to reduce the stress of dealing with different professionals.	There is no follow up procedure or referral process after an assessment has been carried out.	Still barriers in place to getting appointments with GPs and hospital services.	Not enough short break (respite) facilities available.	Lack of consultation with Carers regarding changes to services and decisions made about the care and treatment of a loved one.
Actions	5.1AC Develop multi-disciplinary services for carers including counselling services and complementary therapy services.	5.2AC Ensure that all Carers aged 40-64 have access to health checks as per the National Strategy.	5.3AC Increase the provision of short stay and regular respite opportunities to give carers more frequent breaks.		

4.5(2) – Health and Well-being of Young Carers

Existing Services	Existing GIRFEC network of services which provides support, care and assistance to young people including schools, the NHS, Social Work, Housing and the Third Sector.				
Key Gaps	Limited services in place which are dedicated to dealing with the isolation and marginalisation which young carers can experience.	The role of young carers does not allow them the time to spend doing recreational activities.	Lack of emotional support for young carers or understanding of the psychological effects of caring on young carers	Limited services in place which work to improve the financial well-being of young carers.	Limited access to services which deal with the specific impact of caring on the physical health of young people.
Actions	5.1YC Develop a young carers support/befriending service across South Ayrshire.	5.2YC Review care plans to ensure that care provision is in place to allow young carers sufficient free time.	5.3YC Review young carer assessments to include emotional and mental health needs and put clear referral pathway in place to relevant services.	5.4YC Target money advice and income maximisation to young carers by working with the Department of Work and Pensions, local carers services and schools	5.5YC Review carer assessments to include health checks and questions and develop clear referral pathways into health and leisure services.

4.6 Time- Out for Carers

The provision of short breaks or respite is hugely important to carers. There is a need to work with a range of partners at a local level to promote the further development of flexible, personalised short breaks. The Scottish Government will invest £1 million in 2010-2011 to provide more innovative short breaks provision in Scotland to be delivered by the Voluntary Sector. This should mean an allocation of approximately £50,000 per year for South Ayrshire.

4.6(1) – Time-out for Adult Carers

Existing Services	Provision of Day Services across the Local Authority	Provision of respite within Nursing and Care Homes throughout the Local Authority.		
Key Gaps	Lack of flexibility and creativity in the options available for respite.	Overall insufficient provision which is not evenly distributed across the Local Authority.	Carers are still not aware of the respite options available to them.	Lack of consultation with carers regarding the type of respite needed for their loved ones – standard institutional provision.
Actions	6.1AC Develop Sitter Services delivered by the Third (Voluntary) Sector through Befriending Schemes.	6.2AC Review the overall availability and location of respite opportunities and compare to the demand for services.		

4.6(2) – Time out for Young Carers

Existing Services	Existing network of community groups and organisations which offer recreational activities for young people Leisure Centers.	School can often provide a sanctuary and an opportunity to enjoy a break from caring for young people.	
Key Gaps	Young carers still need help and support to plan respite breaks and access activities and opportunities. Charges in Leisure Centers for activities may be prohibitive for young carers.	Lack of creativity and flexibility in respite options.	Lack of adequate replacement care
Actions	6.1YC Work with the Voluntary and Third Sector to develop and promote recreational activities for young carers.	6.2YC Develop more personalised respite options which meet the needs of the cared for person and family members.	6.3YC Develop comprehensive assessments which consider the needs of young carers and the replacement care which will be needed to support them in their role.

4.7 Training for Carers

Carer training promotes carer confidence and enables carers to care for longer. Developing training opportunities for carers will help them to undertake the duties associated with caring for a loved one, and provide carers with the support and assistance they need to achieve desired outcomes for their loved ones and for them. Training is also required for staff across the council, NHS and Voluntary Sector to raise awareness of the role of unpaid carers, and facilitate access to supports and services. The National Government will invest £281,000 in carer (and workforce) training through a grant to the national carer organisations.

4.7(1) – Training for Adult Carers

Existing Services	Carer education provided by Alzheimer Scotland South Ayrshire Services.	Moving and Handling training available for Carers looking after patients with Cancer and those with mobility difficulties.	Training needs identified as part of the carer's assessment.	
Key Gaps	Lack of flexibility re venues and times of training events - carers are limited in times they can attend.	Lack of information available in the wider community and from GPs around training opportunities for carers.	Limited knowledge of key training needs and how they differ between Carers.	Insufficient resources to deliver training effectively.
Actions	7.1AC Carry out training needs assessments for unpaid carers and staff across the Council, Health and Third (Voluntary) sectors.	7.2AC Develop a comprehensive and flexible training package for Carers caring for people with a range of conditions, and for staff delivering training.		

4.7(2) – Training for Young Carers

Existing Services	Training available for young carers from carers' centre and community organisations such as the Red Cross.	Award schemes in place to enhance young people's skills and personal development such as Duke of Edinburgh or Youth Scotland award schemes.	
Key Gaps	No structured programme of training in place for young carers across statutory services.	Access to training can be difficult for young carers.	No clear understanding of the training needs of young carers.
Actions	7.1YC Carry out a training needs assessment for young carers.	7.2YC Review all existing training opportunities available to young carers across South Ayrshire.	7.3YC Develop a programme of training for young carers and a network of organisations/services that can provide it.

4.8 Housing and Housing Support for Carers

Housing Management and Housing Support services has a role to play in identifying carers and facilitating access to supports and services. According to the 2001 Census approximately 33% of unpaid carers live in the social rented sector in Scotland.

The processes involved in assessing housing needs, managing tenancies and identifying vulnerable tenants who may require Housing Support, all provide opportunities for identifying and engaging with carers in the social rented sector. In

addition the partnership working involved in the design and development of new housing provides the opportunity to consider the needs of carers, and the design features which would help to meet their housing needs and those of their loved ones.

4.8(1) – Housing and Housing Support

Existing Services	Dedicated Council Housing Occupational Therapists (OTs) who assess the needs of tenants and household members for aids and adaptations/Tele-care services.	Comprehensive Housing Support assessment process in place for tenants and household members.	Social Work OT services who assess the need for Tele-care services/aids and adaptations in the Private Sector.	Availability of family rooms within Sheltered Housing complexes for carers/family members to reside overnight.	
Key Gaps	The vast majority of Sheltered Housing complexes have only one bedroom units, so do not allow space for carers/family.	Housing Support assessments do not include identification of unpaid carers specifically.	Housing Services are based on the needs of the tenant rather than other household members.	There is a lack of awareness amongst frontline Housing staff around the role and importance of carers.	There is a lack of joined up strategic planning across Housing and care services.
Actions	8.1AC Include consideration of Carers needs in the planned review of the Sheltered Housing Allocation policy.	8.2AC Carry out awareness raising sessions on the role of carers and support services to frontline Housing staff and OTs.	8.3AC Review Housing Support and advice services to include consideration of carers within the tenant household and extend to carers living in private housing.	8.4AC Develop forums for discussion with developers and architects to increase the availability of specialist housing for older people and carers.	8.5AC Review the Local Housing Strategy to place greater focus on the housing needs of older people and carers.

4.8(2) – Housing and Housing Support for Young Carers

Existing Services	Housing support services are in place to provide support to vulnerable tenants to help them sustain accommodation.	Housing advice and information services are available to assist young carers with housing related problems.	Housing and Homelessness Education Programme is delivered to all local secondary schools.	Number of homelessness prevention initiatives in the local community including Barnardos Befriending Project, Care and Share, and local breakfast and lunch clubs which can offer young people with a caring role support and assistance.
Key Gaps	Housing support assessments do not include consideration of young carers in the household.	Lack of awareness amongst support and advice services re the needs of other household members.	Advice and information currently not targeted to young carers in the community.	
Actions	8.1YC Review housing support assessments to ensure the needs of all household members are addressed	8.2YC Expand the Homelessness Education Programme to include reference to young carers and the services which can help them.	8.3YC Roll out information sessions on the role and needs of young carers to local community groups which work with young people in conjunction with Community Development.	

4.9 Use of Assistive Technology to Assist Carers

Much has been achieved at a local level over the past few years to ensure the availability of Tele-care which benefits carers significantly and delivers good outcomes. There is a need to maximise the impact of Tele-care investment to ensure that the benefits and application of new technology for carers continues to develop.

The increased use of Tele-care can assist carers to manage the health conditions of their loved ones within their own homes, and can provide the support and peace of mind needed to enable carers to leave the house and take a break when needed, helping them to achieve an easier balance in their lives.

4.9(1) – Use of Assistive Technology to Help Carers

Existing Services	Social Work/OT and Health assessments include the need and appropriateness of Tele-care.	Dedicated Tele-care officer in post to develop the service in response to needs.	Community alarms available in all sheltered housing complexes.	Tele-care steering group now in place to look at the available technology and ensure it is targeted to the people who need it most.
Key Gaps	No clear response service in place to support the increased provision of Tele-care.	Lack of strategic planning of Tele-care in response to patterns of demand.	Lack of available information on the technology available and the benefits it can bring for carers.	
Actions	9.1AC Develop the role of the Tele-care officer to include strategic planning of Tele-care.	9.2AC Ensure information materials on Tele-care are widely distributed throughout the community and across carer organisations.	9.3AC Review the Out of Hours response service and ensure it will adequately support increased Tele-care.	

4.9(2) – Use of Assistive Technology for Young Carers

Existing Services	Dedicated Tele-care Officer in post.	Social Work assessments include the need and appropriateness of Tele-care.	
Key Gaps	Limited available information on the Tele-care options for young carers.	Young carers are often not involved in the assessment of care needs or the selection of Tele-care equipment.	Young carers are often not informed of how to use Tele-care equipment.
Actions	9.1YC Information sessions on Tele-care options made available from carer centre's and advice and information services.	9.2YC Assessment processes to include consideration of Tele-care and explanation of this to young carers in the household.	

4.10 Advocacy Support for Carers

There are only three carer advocacy organisations in Scotland. Given the scarcity of this provision, and the need for good quality advocacy support for vulnerable carers, there is a need for Local Authorities, the NHS and other local partners to develop or expand carer advocacy services for those in greatest need.

With regard to young carers, all children have a right to have their voice heard when decisions are being made which impact on them. There may be many situations where the views of young carers should be sought, for example in contributing to the cared for person's assessment, by inputting to a GP or consultant patients review, or when a young carer assessment is being carried out.

Many children and young people will be comfortable expressing their views in both informal and formal situations, but some may require the support of another person such as a friend, parent or guardian or other trusted adult. Some children may need access to a dedicated, independent, professional advocacy worker.

4.10(1) – Advocacy Support for Adult Carers

Existing Services	Voice advocacy for people with Dementia and their Carers.	Citizen advocacy and support services (CASS)	Advocacy services for children and young people with learning disabilities.	Nursing staff have a good understanding of advocacy services and of how to link and refer people in to services.
Key Gaps	Insufficient advocacy services available, the majority of carers' services in the area do not offer advocacy.	Lack of awareness as to what advocacy services are available in the local area.	Lack of understanding as to what they key issues are for carers and what they need from advocacy services.	
Actions	10.1AC Provide more information on how to access advocacy services in the local community and develop more advocacy and advice services for carers.	10.2AC Increase the skill sets of staff in current carers' services to enable them to provide advocacy within existing organisations through planned training programmes.		

4.10(2) - Advocacy for Young Carers

Existing Services	Voice advocacy for people with Dementia and their carers.	Citizen advocacy and support services (CASS).	Advocacy services for children and young people with learning disabilities.	Nursing staff have a good understanding of advocacy services.
Key Gaps	Limited awareness of advocacy services amongst young carers and how to access them.	Limited understanding of the role of advocacy and how this can assist young carers to enforce their rights.	Limited understanding of the rights of young carers.	
Actions	10.1YC Develop advocacy services for young carers in the community.	10.2YC Integrate the importance of advocacy for young carers within workforce training across all GIRFEC organisations.	10.3YC Consult with young carers through the GIRFEC framework to find out what they need and want from advocacy services.	

4.11 Employment and Skills Development for Carers

Many people are forced to give up paid employment to care for their loved ones, or find it difficult to access employment due to their caring responsibilities. Carers should be supported in employment through carer friendly policies and practices. Work can provide carers with a sense of normality, a life outside caring and is the key to addressing carer poverty. Carers who want to work should be helped to do so through the promotion of carer friendly employment practices and life-long learning opportunities.

4.11(1) - Employment and Skills Development for Adult Carers

Existing Services	Carers centre provides advice and information to Carers.	Stepping Stones service in Girvan supports people to work towards employment including carers.	Income maximisation services and Welfare Rights services.
Key Gaps	Limited services which are dedicated to developing employment opportunities and skills for carers.	Lack of flexibility of employers and available employment opportunities.	Limited recognition of the barriers to employment facing carers.
Actions	11.1 AC Work in partnership to develop flexible and dedicated skills and employment training.	11.2AC Carry out awareness raising sessions with local employers to highlight the barriers to employment faced by carers.	

4.11(2) – Employment and Skills Development for Young Carers

Existing Services	More Choices More Chances partnership structure in place which facilitates access to employment volunteering and training for young people.	Skills Development Scotland (SDS) works as the national provider of careers information for young adults.					
Key Gaps	Young carers still face barriers to accessing employment and training opportunities.	Many employers are not aware of the circumstances of young carers and lack flexibility.	Lack of replacement care to allow young carers the time to undertake training or employment.				
Actions	11.1YC Work with SDS to review the support for young carers as part of the 16+ learning choices programme.	11.2YC Increase collaboration between young carer's services and the More Choices More Chances Partnership lead.	11.3YC Develop flexible and tailored learning supports to allow young carers to combine learning and caring.	11.4YC Review the career destinations of young carers by evaluating information gathered from secondary schools and the school leaver destination form.	11.5YC Work with SDS to design and develop suitable publicity materials on training opportunities and employability.	11.6YC SDS will work with the Young carers Services Alliance to develop the Young Carers website.	11.7YC Explore ways in which referrals between SDS and young carers services can be formalised and improved.

4.12 School Based Support for Young Carers

Feedback from young carers and those who support them consistently highlights the important role that head teachers, teachers, guidance teachers and support staff in schools play in identifying and supporting young carers. Unfortunately this can be accompanied by examples of schools not recognising how the young person's caring responsibilities can impact on their attendance, concentration, attainment and behaviour.

Curriculum for Excellence gives all teachers the responsibility for pupil's health and well-being and promotes a school ethos that should ensure that children and young people feel cared for, valued, and safe.

The Education (Additional Support for Learning) (Scotland) Act, 2004, as amended by the 2009 Act provides the legal framework that underpins the system for identifying and addressing barriers that children and young people may face in accessing learning. The Minister for Children and Early Years has requested that young carers be one of the specific groups who are being considered in **Her Majesty's Inspectorate of Education** (HMIE) review of the implementation of the Additional Support for Learning Act. It is vital that young carers do not miss out on opportunities that can be provided in schools.

4.12(1) – School Based Support for Young Carers

Existing Services	HMIE and the Scottish Government have developed a self evaluation and improvement guide for schools to assess how well they support young carers.	The GIRFEC model of practice is in place across South Ayrshire which includes Education services and provides the links between services.	Curriculum for Excellence is delivered by all schools across South Ayrshire which promotes opportunities for personal achievement and additional support.	Multi agency training in place to improve the knowledge and understanding of teaching professionals on the impact of learning on young carers.	Young Carer Officer in schools to provide direct support to young carers.	Programme of Personal and Social Education (PSE) lessons in all secondary schools to raise awareness of young carer issues.
Key Gaps	Can still be a patchy approach to supporting young carers across schools in South Ayrshire.	Still a lack of knowledge of support services available to young carers among children and young people in school.	Unknown as to the impact schools have had in meeting the needs of young carers and families.			
Actions	12.1YC Roll out standardised training to teaching professionals on the role of young carers.	12.2YC Increase the knowledge of referral protocols relating to the school based initiative and existing young carers' service. Provision of a service directory.	12.3YC Work in partnership to implement the HMIE self evaluation and improvement guide across all schools and evaluate and publish results.			

4.13 Financial Inclusion

Caring for a loved one can have significant financial consequences as a result of low take-up of benefits by carers and service users, fuel poverty and local authority charging policies for services and support. Increasingly Community Planning Partnerships are working to enhance mainstream services to address income maximisation, debt advice and financial capability.

Nationally there is a need to review the level of Carers' Allowance and financial support to carers, to ensure they have the resources to support them in their role. At a local level it is vitally important that carers have access to high quality advice and information re welfare benefits and financial assistance.

Young carers are more likely to be living in poverty because they live with a disabled adult who is less likely to be working and more likely to be relying on benefits. Similarly, if a young carer has a sibling with a disability, their parents may have had

to give up work to provide care to the disabled child, resulting in a drop in income. Furthermore the effects of disability can also bring additional costs in terms of heating the home, purchasing equipment or maintaining a special diet.

4.13(1) – Financial Inclusion for Adult Carers

Existing Services	Carers’ centre provides financial advice and income/grant maximisation to Carers.	DWP worker based in Ayr hospital who provides welfare benefits advice to Carers.	Princess Royal Trust.	Stepping Stones in Girvan offers advice and information on financial assistance.
Key Gaps	There is still a lack of information available to Carers which is dedicated to financial assistance.	Impact of level of Carers allowance and cuts in disability benefits is high at a local level.	Information needs to be high quality and up to date delivered by trained professionals.	No flexibility in the provision of advice services - Carers still find it difficult to access services.
Actions	13.1AC Ensure staff providing financial advice attends dedicated training on welfare benefits.	13.2AC Develop dedicated information materials on financial assistance and distribute widely throughout the community.		

4.13(2) – Financial Inclusion for Young Carers

Existing Services	Carers centre provides advice on income maximisation.	Princess Royal Trust.	Stepping Stones Girvan offers advice and information of financial assistance.	Housing support services such as Barnardos provides housing support and advice on welfare benefits.
Key Gaps	Lack of awareness amongst young carers on how to access financial advice and information.	Staff who provide services to young carers are often not aware of financial pressures.	Information on welfare benefits can often be confusing for young carers.	Young people often find it difficult to deal with professional agencies such as the DWP or Inland Revenue.
Actions	13.1YC Carry out a mapping exercise to determine all the services which can provide money/benefits advice to young people and raise awareness of them in the community.	13.2YC Include consideration of financial pressures on young carers in workforce training and information sessions across all services.	13.3YC Develop drop in money advice surgeries across youth clubs and community/leisure services and shopping centers to increase access for young people.	

5. Adult Support and Protection

The Adult Support and Protection Act 2007 provides greater protection to adults at risk of harm through powers to investigate and take action to support and protect adults in situations where concern exists. It places a duty on Councils to make enquiries and investigations to find out whether or not further action is required to stop or prevent harm from occurring, and introduces a range of protection orders including assessment orders, removal orders and banning orders.

Adults who are at risk of harm are aged 16 years or over and are unable to safeguard their own well being, property, rights or other interests. They may be at risk of harm because they are affected by disability, mental disorder, illness or physical infirmity. In terms of the legislation an adult who is at risk of harm because another person's conduct is causing or is likely to cause the adult to be harmed or the adult is engaging in conduct which causes or is likely to cause self harm. The circumstances of adult carers can place them at greater risk of abuse and vulnerability, including those who are caring for a person who has limited capacity or challenging behaviour as a result of their illness or disability.

6. Child Protection

In some situations young carers will be highly vulnerable to the risk of abuse or neglect. On average young carers are seven times more likely than their peers to be referred for child protection measures. There is a similarity between the circumstances of many young carers, and the factors known to indicate a greater risk of child abuse. Specific risks include:

- Living with a parent or carer who has a drug or alcohol problem.
- Lack of social support.
- Living with a lone parent.
- Experiencing social isolation and the lack of a confidant.
- Stressful life events.
- Experiencing problems with finance, housing and a family member's health.

In the absence of consistent parental care some young carers affected by parental substance misuse may have to look after themselves or their siblings.

7. Equality for Carers

Carers should not be discriminated against on the grounds of age, ethnicity, gender, disability, sexual orientation or religion. There is a need to fully recognise and further mainstream equalities issues for carers. Many Carers are 'hard to reach' and have particular needs, for example, those living in remote and rural areas who find it difficult to access services for the cared for person including easy to reach short break or clinical respite provision. There can also be additional costs associated with caring in remote and rural areas and difficulties in accessing and delivering carer training.

There is a considerably sized rural population in South Ayrshire, which means that the particular needs of carers in rural areas needs to be specifically addressed to ensure they have equality of access to services and supports.

The Scottish Government has made clear their intention to develop a Carers' Rights Charter which will consolidate in one place existing carers' rights, and set out key principles for the future. There will be further legal rights for carers to receive direct payments following royal assent of the Self-Directed Support Bill (introduced to the Scottish Parliament in February 2012), which will need to be reflected in local policies and strategies.

The development and distribution of advice and information for carers, and the provision of services which arises as a result of this strategy must be flexible and accessible to carers across the whole Local Authority. A full Equalities Impact Assessment (EIA) has been carried out on this strategy to assess the potential impact of any actions or proposals on particular equality groups. This EIA is contained in **Appendix 2**.

8. Monitoring and Evaluation

Implementation of this strategy will be monitored on a regular basis by the South Ayrshire Adults and Older People's Sub Group and the Children and Families Officer Locality Group within the structure of the South Ayrshire Community Health Partnership.

Regular consultation will take place with local Carer groups throughout the lifetime of this strategy to ensure that the desired outcomes are achieved for Carers.

Appendix 1A -South Ayrshire Adult Carers Strategy Action Plan

Strategy Action	Action	Target	Output	Target Date	Resources	Lead Responsibility	Outcome
1.1AC	Develop dedicated advice and information materials and make them available throughout the community, especially to older people without internet access.	New suite of materials developed and distributed across all key community facilities.	<ul style="list-style-type: none"> Number of new materials developed. Number of community organisations receiving them. 	Mar-13	South Ayrshire Change Fund	Adults and Older People's Officer Locality Group. South Ayrshire Carers Centre.	Carers have easier access to dedicated advice and information.
1.2AC	Develop and implement a series of awareness raising sessions on the role of carers across a range of services.	New programme of training developed and delivered across all key agencies.	<ul style="list-style-type: none"> Number of new training programmes developed. Number of sessions delivered. Number of staff attending training sessions. Number of services nominating staff to attend. 	Sep-13	South Ayrshire Change Fund	Adults and Older People's Officer Locality Group. South Ayrshire Carers Centre.	Key frontline staff has a greater awareness of the role of unpaid carers and how to assist them.
1.3AC	Implement further GP practice based work.	Practice based work rolled out to all GP surgeries in South Ayrshire	<ul style="list-style-type: none"> % of GP surgeries involved in practice based work. 	Sep-14	South Ayrshire Change Fund.	Adult and Older People's Officer Locality Group. South Ayrshire Carers Centre.	Local GPs have increased awareness of unpaid carers and can identify them.

2.2AC	Ensure there is carer representation on the Community Health Partnership Forum (CHP).	Carers on the board of the CHP.	<ul style="list-style-type: none"> Number of carers attending CHP meetings. Number of carers asked to be part of CHP structure. 	Mar-13	Existing Resources.	CHP Facilitator. Adult and Older People's Officer Locality Group.	Carers can influence policy and service developments which affect them.
2.3AC	Ensure there is carer representation on the Community Planning Board.	Carers on the Community Planning Board.	<ul style="list-style-type: none"> Number of carers on CPP board. Number of carers attending CPP board meetings. 	Mar-13	Existing Resources.	CHP Facilitator. Adult and Older People's Officer Locality Group	Carers can influence policy and service developments which affect them.
3.1AC	Develop and deliver training to frontline staff on carer assessments.	All relevant frontline staff adequately trained on carer assessments.	<ul style="list-style-type: none"> Number of sessions developed and delivered. Number of staff attending training sessions. 	Sep-13	Existing Resources.	Adult and Older People's Officer Locality Group.	The needs of carers are properly identified and assessed.
3.2AC	Review the carer assessment.	The carer assessment is reviewed and amended accordingly.	<ul style="list-style-type: none"> Completion of revised/updated carers assessment protocol. 	Mar-13	Existing Resources.	South Ayrshire Council Community Care team.	The needs of carers are properly identified and assessed.
3.3AC	Develop clear referral pathways into support services for carers.	Referral pathways developed and implemented.	<ul style="list-style-type: none"> Number of referral protocols developed. Number of onward referrals to services for carers following 	Sep-13	Existing Resources.	South Ayrshire Council Community Care team	The needs of carers are properly identified and assessed.

			assessment.				
4.2AC	Develop flexible drop in advice surgeries for carers across the community.	Drop in advice sessions available in all towns and villages across South Ayrshire.	<ul style="list-style-type: none"> • Number of drop in sessions available. • Location of drop in sessions. • Numbers of people attending drop in sessions. 	Sep-14	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Isolated carers have easy access to support, advice and assistance.
4.3AC	Consult with carers to determine the advice and information they need.	Consultation sessions carried out with carers and materials developed in response.	<ul style="list-style-type: none"> • Number of consultation events carried out. • Number of carers attending events. 	Sep-13	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	The views and opinions of carers are listened to and acted upon.
5.1AC	Develop a range of complementary therapy sessions targeted to carers.	Rolling programme of therapy sessions developed and implemented.	<ul style="list-style-type: none"> • Number of services developed. • Number of services delivered. • Number of carers accessing services. 	Sep-16	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Carers experience improved physical and mental health and well being.
5.2AC	Develop a referral pathway into health services for carers.	Clear referral pathways developed and implemented.	<ul style="list-style-type: none"> • Number of referrals to health services for carers following assessments. • Number of carers aged 40-64 who have had their 	Sep-14	Existing Resources.	Adult and Older People's OLG. South Ayrshire Community Care team	Carers experience improved physical and mental health and well being.

			health needs assessed.				
5.3AC	Work in partnership to increase the provision of creative short stay (respite) options for older people.	Increase in the range of respite options available.	<ul style="list-style-type: none"> Number of respite placements available. Different types of short stay options available. 	Sep-15	Existing Resources.	Adult and Older People's Officer Locality Group.	Carers have more free time away from caring.
6.1AC	Develop sitter services in partnership with the Third Sector.	Develop and implement an accessible sitter service across South Ayrshire.	<ul style="list-style-type: none"> Number of carers accessing sitter services. 	Sep-15	South Ayrshire Change Fund	Adult and Older People's OLG.	Carers have more free time away from caring.
6.2AC	Review the overall availability and location of respite and short stay options.	Review of respite options complete and recommendations made for future provision.	<ul style="list-style-type: none"> Review completed. 	Sep-13	Existing Resources.	Adult and Older People's Officer Locality Group.	Greater understanding of the demand for short stay options.
7.1AC	Carry out an assessment of training needs for carers and frontline staff.	Training needs assessment complete which informs development of training programme.	<ul style="list-style-type: none"> Number of training needs assessments completed by staff. Number of training needs assessments completed by carers. 	Sep-13	Existing Resources.		Greater understanding of the training needs of carers and staff working with carers.

7.2AC	Develop and implement a training programme for carers caring for people with a range of conditions.	Rolling programme of training for carers in place.	<ul style="list-style-type: none"> • Number of training sessions developed. • Number of sessions delivered. • Number of carers accessing training sessions. 	Sep-14	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Carers have the skills and capacity to cope with their caring responsibilities.
8.1AC	Include consideration of carers in the planned review of the Sheltered Housing Allocations Policy.	New process for allocating sheltered housing in place which takes carers needs into account.	<ul style="list-style-type: none"> • Numbers of carers consulted on the new allocations policy. • Numbers of carers allocated sheltered housing 	Jan-16	Existing Resources.	South Ayrshire Council Housing Policy and Strategy Team.	Carers can access housing which meets their needs as well as the person they are caring for.
8.2AC	Carry out awareness raising sessions to frontline housing staff on the role of unpaid carers.	Awareness raising sessions carried out across all Housing Offices and Housing Support Services.	<ul style="list-style-type: none"> • Number of sessions carried out. • Numbers of staff attending sessions. 	Sep-13	Existing Resources.	South Ayrshire Council Housing Policy and Strategy Team.	Housing staff have a greater awareness of the role of unpaid carers.
8.3AC	Review housing support assessment processes to consider the needs of carers within the tenant household.	Comprehensive support assessment in place which considers the needs of carers in tenant households.	<ul style="list-style-type: none"> • Updated housing support assessment completed and implemented. • Numbers of carers receiving housing support. 	Sep-13	Existing Resources.	South Ayrshire Housing Policy and Strategy Team.	Carers have access to housing support services as required.

8.4AC	Develop forums for discussion with architects and private developers regarding the design of housing for older people.	All new affordable housing developments are built to varying needs standards.	<ul style="list-style-type: none"> • Numbers of new builds which are designated for older people. • Consultation with private developers to discuss the housing needs of older people. 	Sep-15	Existing Resources.	South Ayrshire Housing Policy and Strategy Team	Improved housing for older people across South Ayrshire.
8.5AC	Review the Local Housing Strategy (LHS) to place a greater focus on the needs of older people and their carers.	New LHS in place which includes specific reference to the housing needs of carers and older people.	<ul style="list-style-type: none"> • LHS reviewed and implemented. • Numbers of LHS actions which focus on housing for older people. 	Mar-16	Existing Resources.	South Ayrshire Housing Policy and Strategy Team	Improved housing for older people across South Ayrshire.
9.1AC	Develop the role of the Tele-care Officer to include the strategic planning of Tele-care.	The use of Tele-care is publicised to carers and used to assist and support unpaid carers.	<ul style="list-style-type: none"> • Number of households with unpaid carers receiving Tele-care support. 	Sep-14	Existing Resources.	South Ayrshire Community Care team.	Tele-care is used to support and assist the role of unpaid carers.

9.2AC	Develop and distribute advice and information on the use of Tele-care products.	Information materials developed and distributed throughout the community.	<ul style="list-style-type: none"> • Numbers of information materials developed on Tele-care. • Number of community organisations receiving them. • Number of awareness sessions and events attended by Tele-care officer. 	Sep-13	Existing Resources.	South Ayrshire Community Care team.	Tele-care is used to support and assist the role of unpaid carers.
9.3AC	Review the Out of Hours response service to ensure it can respond to increased use of Tele-care.	Review of Out of Hours service complete and recommendations implemented.	<ul style="list-style-type: none"> • Completion of out of hours service review. 	Sep-13	Existing Resources.	Adult and Older People's Officer Locality Group.	Tele-care is used to support and assist the role of unpaid carers.
10.1AC	Develop more dedicated advocacy services for carers.	Increased provision of independent advocacy services for carers in the community.	<ul style="list-style-type: none"> • Number of services offering independent advocacy. • Number of carers accessing advocacy services. 	Sep-15	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Carers know their rights and are empowered to enforce them.

10.2AC	Develop advocacy training for staff in existing advice and information services.	Existing staff involved with carers have the skills to provide advocacy support.	<ul style="list-style-type: none"> • Number of advocacy training sessions developed. • Number of frontline staff trained in advocacy. • Number of services offering independent advocacy. 	Sep-14	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Carers know their rights and are empowered to enforce them.
11.1AC	Develop employment and skills training sessions for carers.	Rolling programme of employment and skill training available for carers.	<ul style="list-style-type: none"> • Numbers of training sessions developed. • Numbers of sessions delivered. • Numbers of carers attending training sessions. 	Sep-14	South Ayrshire Change Fund	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG.	Carers can access employment opportunities and combine work with caring where possible.
11.2AC	Carry out awareness raising sessions with local employers on the role of unpaid carers.	Series of sessions to local employers developed and delivered.	<ul style="list-style-type: none"> • Number of sessions developed. • Number of sessions delivered. • Number of local employers represented at the sessions. • Numbers of carers finding employment with local employers. 	Sep-14	Existing Resources.	South Ayrshire Carers Centre in partnership with the Adult and Older Peoples OLG. Access employment.	Carers can access employment opportunities and combine work with caring where possible.

13.1AC	Expand training on welfare benefits and financial advice to frontline staff working with carers.	Staff has access to training on welfare benefits and financial advice and can assist carers.	<ul style="list-style-type: none"> • Numbers of relevant staff who has attended welfare benefits training. • Number of training sessions dedicated to welfare benefits and financial advice for carers. • Number of services which can offer financial advice to carers in the community. 	Sep-14	Existing Resources.	South Ayrshire Carers Centre in partnership with the Adults and Older People's OLG.	Carers have access to high quality financial advice and information and their income is maximised.
13.2AC	Develop dedicated materials on financial assistance and welfare benefits for carers.	Suite of leaflets and materials developed and available within the community.	<ul style="list-style-type: none"> • Number and types of materials developed. • Number of community organisations targeted. 	Sep-13	South Ayrshire Change Fund	South Ayrshire Carer's Centre	Carers have access to high quality financial advice and information and their income is maximised.

Appendix 1B - South Ayrshire Young Carers Action Plan

Strategy Action	Action	Target	Output	Target Date	Resources	Lead Responsibility	Outcome
1.1YC	Implement the Young Carer Toolkit in schools.	Toolkit implemented in all secondary schools across South Ayrshire.	<ul style="list-style-type: none"> Number of schools where toolkit is being used. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers are identified by teachers and have access to support.
1.2YC	Review the policies and procedures in place for identifying young carers in schools.	Revised and updated policies and procedures in place across all secondary schools in South Ayrshire.	<ul style="list-style-type: none"> Completion of revised policies and procedures. Number of young carers identified in schools. Number of young carers receiving school based support. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers are identified by teachers and have access to support.
1.3YC	Work in partnership with the Royal College of General Practitioners to develop GP practice based work to identify young carers.	Development work carried out across all GP surgeries in South Ayrshire.	<ul style="list-style-type: none"> Number of GP surgeries involved in practice based work. Number of young carers identified by GP surgeries. 	Sep-14	South Ayrshire Change Fund and existing resources.	South Ayrshire Children and Families Officer Locality Group. South Ayrshire Adults and Older People's Officer Locality Group.	Young carers are identified by GPs and can access support through GP surgeries.

1.4YC	Work with NHS Education Scotland to raise awareness of young carers across national regulatory and professional bodies and at a local level.	Information sessions carried out across Education, Health and Social Work services and with national bodies.	<ul style="list-style-type: none"> • Number of information sessions held. • Number and type of services engaging in information sessions. 	Sep-15	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Young carers are identified and have their needs addressed by a range of services.
1.6YC	Carry out information sessions/events with local schools, parents and the Third Sector to increase identification of young carers.	Information sessions carried out across all local schools in partnership with young carers support services.	<ul style="list-style-type: none"> • Number of information sessions held. • Number of schools involved in information sessions. • Number of parents attending events/sessions. 	Sep-14	Existing Resources	South Ayrshire Carers Centre. Children and Families Officer Locality Group.	Young carers are identified by a range of services as well as by parents and can access support and assistance.
1.7YC	Develop and distribute a range of information materials about young carers throughout the community.	Materials developed and distributed across a wide range of community services.	<ul style="list-style-type: none"> • Number and range of materials developed. • Number of services/agencies receiving materials. 	Sep-13	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Increased awareness of the role of young carers throughout the community.
2.1YC	Establish a young carer forum in South Ayrshire.	Young carer forum established and meeting on a regular basis.	<ul style="list-style-type: none"> • Number of young carers attending the forum. • Number of meetings held per year. 	Sep-13	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Young carers have a place where their views are heard and responded to.

2.2YC	Develop consultation procedures for Community Health Partnerships to consult with young carers on new policies and practices which will affect them.	Consultation procedures in place and being implemented.	<ul style="list-style-type: none"> Number of policies/service developments where consultation has taken place with young carers. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers have the opportunity to influence the services they receive.
2.3YC	Review care assessments and support plans to ensure young carers are involved in decisions about the person they are caring for.	Care assessments and support plan processes reviewed and updated.	<ul style="list-style-type: none"> Number of young carers involved in care assessments. Number of young carers involved in support plan reviews. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers are involved in decisions affecting their loved ones.
3.1YC	Review the young carer assessment model in partnership with the South Ayrshire Princess Royal Young Carers Services.	Princess Royal Young Carers Services assessment is updated and reflects the GIRFEC model of practice.	<ul style="list-style-type: none"> Revised model carer assessment in place. Number of young carers assessed against the new model. Number of young carer services using the revised assessment process. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	The needs of young carers are meaningfully identified and addressed across a range of services.

3.2YC	Develop clear procedures and protocols for the completion of young carer assessments.	Clear protocols and procedures in place and assessment carried effectively.	<ul style="list-style-type: none"> • Number of young carer assessments carried out. • Number of onward referrals flowing from young carer assessments. 	Sep-13	Existing Resources	Children and Families Officer Locality Group.	The needs of young carers are meaningfully identified and addressed across a range of services.
3.3YC	Develop an advocacy service for young carers in South Ayrshire.	Advocacy service in place and being accessed by young carers.	<ul style="list-style-type: none"> • Number of services offering advocacy to young carers. • Number of young carers accessing advocacy services in South Ayrshire. 	Sep-15	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Young carers are aware of their rights and are supported to enforce them.
4.2YC	Work in partnership to support the South Ayrshire Carers Centre to develop services for young carers.	Advice and information for young carers is available from the South Ayrshire Carers Centre.	<ul style="list-style-type: none"> • Number of young carers accessing advice and information via the carers centre. 	Sep-14	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	The needs of young carers are addressed through local carer services.
4.3YC	Develop a GIRFEC training programme to be delivered to all frontline staff via the GIRFEC partnership structure.	Rolling GIRFEC training programme in place and delivered across all partnership services.	<ul style="list-style-type: none"> • Number of training sessions delivered. • Numbers of staff attending training sessions. • Number of services represented by staff at training sessions. 	Sep-14	Existing resources.	Children and Families Officer Locality Group.	Frontline staff are aware of the GIRFEC objectives for young carers and assess their needs accordingly.

5.1YC	Develop a young carers support/befriending service in South Ayrshire.	Befriending service for young carers available across South Ayrshire.	<ul style="list-style-type: none"> • Number of services offering befriending support for young carers in South Ayrshire. • Number of young carers accessing befriending services. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers have access to models of support which meets their needs.
5.2YC	Review care plans to include sufficient provision of free time for young carers	Revised care plans in place that include consideration of free time for young carers.	<ul style="list-style-type: none"> • Number of care plans which allow for free time for young carers. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers have more free time.
5.3YC	Review young carer assessments to include reference to health and well being and develop clear referral pathways in to services.	Revised young carers assessment in place which includes consideration of health and well being and onward referrals made effectively to services.	<ul style="list-style-type: none"> • Number of young carers whose health and well being has been assessed. • Number of referrals for young carers on to relevant health services. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	The health needs of young carers are effectively addressed.

5.4YC	Target money advice and income maximisation services to young carers, employment agencies and schools.	Dedicated money advice services available in schools and employment services targeted to young carers.	<ul style="list-style-type: none"> • Numbers of young carers receiving money advice and information in schools. • Number of services in South Ayrshire offering money and welfare benefits advice for young carers. 	Sep-15	Existing Resources	Children and Families Officer Locality Group. South Ayrshire Carers Centre.	Young carers have access to financial advice and assistance and their income is maximised.
6.1YC	Work with the Third Sector to develop and promote recreational activities for young carers.	There are a range of recreational opportunities for young carers in the local community.	<ul style="list-style-type: none"> • Number of services providing recreational activities for young carers in South Ayrshire. • Numbers of young carers accessing leisure or recreational activities. 	Sep-15	Existing Resources	Children and Families Officer Locality Group. Community Learning and Development.	Young carers experience improved health and well being.
6.2YC	Develop personalised respite options which meet the needs of the cared for person and young carers in the household.	Range of personalised respite options available.	<ul style="list-style-type: none"> • Numbers and types of respite options available. • Numbers of young carers benefiting from personalised respite. 	Sep-15	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Young carers can spend more time away from caring. Families can enjoy time away from caring doing something they enjoy.

7.1YC	Carry out a training needs assessment for young carers.	Completed training needs assessment which clearly identifies what training young carers require.	<ul style="list-style-type: none"> • Development of training needs assessment. • Numbers of young carers assessed. 	Sep-13	Existing resources	Children and Families Officer Locality Group	Greater understanding amongst professionals of the training needs of young carers.
7.2YC	Reviewing all existing training opportunities available for young carers in South Ayrshire.	Clear outline of all existing training opportunities completed.	<ul style="list-style-type: none"> • Completion of mapping exercise. • Numbers of existing training opportunities identified. 	Sep-13	Existing Resources	Children and Families Officer Locality Group.	Greater understanding of the gaps in training opportunities for young carers.
7.3YC	Develop a programme of training for young carers and a network of organisations to deliver it in the community.	Rolling programme of training sessions in place for young carers, and delivered from a range of services within the community.	<ul style="list-style-type: none"> • Number of training sessions developed. • Number of sessions delivered. • Number of young carers attending sessions. • Number of community based organisations delivering the training. 	Sep-15	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group. South Ayrshire Carers Centre.	Young carers have easy access to training opportunities within the local community.

8.1YC	Review Housing Support Assessments to ensure the needs of all household members are addressed.	Revised and updated housing support assessment in place.	<ul style="list-style-type: none"> • Number of young carers identified through housing support assessments. • Numbers of young carers receiving housing support. 	Sep-14	Existing Resources	Housing Policy and Strategy Team.	Young carers have access to housing support services.
8.2YC	Expand the Homeless Education programme in local schools to include reference to young carers.	Programme updated to include reference to young carers.	<ul style="list-style-type: none"> • Number of education sessions delivered. • Numbers of schools participating in the programme. 	Sep-13	Existing Resources (Homelessness Funding).	Housing Policy and Strategy Team	Young carers are informed of their housing options and existing housing support services via schools.
8.4YC	Roll out information sessions to local community groups in partnership with Community Development.	Programme of information sessions in place which is delivered to all community groups in South Ayrshire.	<ul style="list-style-type: none"> • Numbers of sessions delivered. • Numbers of community groups and organisations participating. 	Sep-14	Existing Resources	Children and Families Officer Locality Group. Community Learning and Development.	Young carers can access advice and support via local community organisations.
9.1YC	Make Tele-care information available from the Carers Centre.	Tele-care information sessions are held at the carers centre and materials displayed.	<ul style="list-style-type: none"> • Number of young carers accessing Tele-care information via the Carers Centre. • Number of young carers attending information sessions on Tele-care. 	Sep-14	Existing Resources	Children and Families Officer Locality Group. South Ayrshire Council Tele-care Officer.	Young carers have a greater understanding of Tele-care and the assistance it can provide.

9.2YC	Review young carer assessments to include consideration of Tele-care and discussion of this with the young person.	Revised young carer assessment in place which considers the role of Tele-care.	<ul style="list-style-type: none"> • Numbers of young carers receiving information on Tele-care via the assessment process. • Number of young carer households with Tele-care equipment. 	Sep-14	Existing Resources	Children and Families Officer Locality Group. South Ayrshire Council Community Care team.	Young carers have a greater understanding of Tele-care and the assistance it can provide.
10.2YC	Integrate the awareness of advocacy for young carers into GIRFEC workforce training.	All frontline staff within the GIRFEC partnership structure has received training on advocacy for young carers.	<ul style="list-style-type: none"> • Number of training sessions including advocacy delivered to frontline staff. • Number of staff attending training sessions. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Greater awareness of the rights of young carers amongst professionals and frontline staff.
10.3YC	Consult with young carers through the GIRFEC framework to determine what they need from advocacy services.	Consultation processes complete detailing feedback from young carers on advocacy services.	<ul style="list-style-type: none"> • Numbers of consultation methods developed and delivered. • Numbers of young carers engaging in consultation processes. • Collation of young carer feedback regarding advocacy services. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Greater awareness of what young carers need from advocacy services. Young carers have access to targeted advocacy services.

11.1YC	Work with Skills Development Scotland to review support for young carers as part of the 16+ learning choices programme.	The 16+ learning choices programme includes specific support and options for young carers.	<ul style="list-style-type: none"> • Implementation of the 16+ Learning Choices Programme. • Number of young carers assisted into training or employment as a result of the programme. 	Sep-15	Existing Resources	Children and Families Officer Locality Group.	Young carers have better access to learning and skills development opportunities.
11.2YC	Increase collaboration between the Carers Centre and the More Choices, More Chances Partnership.	Structures in place through which the carers centre and the partnership work effectively together.	<ul style="list-style-type: none"> • Structure established. • Number of meetings held. • Details of services/practices which have been developed in partnership between the two organisations. 	Sep-15	Existing Resources	Children and Families Officer Locality Group. South Ayrshire Carers Centre. More Choices, More Chances partnership.	Young carers have better access to learning and skills development opportunities.
11.3YC	Develop flexible, tailored learning supports so young carers can combine caring and learning.	Range of different learning opportunities available for young carers across South Ayrshire.	<ul style="list-style-type: none"> • Numbers of young carers accessing learning/training or skills development opportunities. • Numbers of young carers combining caring and learning. • Numbers of services offering learning opportunities for young carers. 	Sep-15	Existing Resources	Children and Families Officer Locality Group. More Choices, More Chances Partnership.	Young carers have better access to learning and skills development opportunities.

11.4YC	Review the career destinations of young carers by collating information from secondary schools.	Information from all secondary schools collated, reviewed and evaluated.	<ul style="list-style-type: none"> • Numbers of secondary schools contacted to request information. • Numbers of secondary schools providing information. • Number of school leaver destination forms completed for young carers. 	Sep-13	Existing Resources	Children and Families Officer Locality Group.	Better understanding of the barriers facing young carers in accessing training and learning opportunities after school.
11.5YC	Work with Skills Development Scotland to design and develop publicity materials on training opportunities and employment.	Suite of information materials developed and distributed throughout the community.	<ul style="list-style-type: none"> • Numbers and types of materials produced. • Number and range of organisations receiving materials. 	Sep-13	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Young carers have a greater awareness of the training opportunities available to them.
11.6YC	Work with the Young Carers Alliance to develop the Young Carer's website.	Young carer website in place and being accessed regularly.	<ul style="list-style-type: none"> • Completion of website. • Number of hits on the website. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers have easy access to advice and information.
11.7YC	Formalise and develop clear referral pathways between young carer services and Skills Development Scotland.	Clear and effective referral pathways in place.	<ul style="list-style-type: none"> • Numbers of referrals from young carers services in South Ayrshire to Skills Development Scotland. 	Sep-13	Existing Resources	Children and Families Officer Locality Group. Skills Development Scotland.	Young carers have access to learning and training opportunities.

12.1YC	Roll out standardised training on young carers to all teaching professionals.	Training programme in place and delivered to teachers across all secondary schools.	<ul style="list-style-type: none"> • Numbers of training sessions delivered to teachers. • Numbers of teachers attending sessions. • Numbers of schools participating. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Teaching professionals are better equipped to identify young carers and address their needs.
12.2YC	Develop a directory of services that offer support, advice and information to young carers.	Service directory completed and available on the internet.	<ul style="list-style-type: none"> • Number of services included in the service directory. • Number of website hits. 	Sep-13	Existing Resources	Children and Families Officer Locality Group.	Young carers have easy access to advice and information.
13.1YC	Carry out a mapping exercise to identify services that offer income maximisation and money advice to young carers.	Mapping exercise complete and agencies identified.	<ul style="list-style-type: none"> • Number of services identified. 	Sep-13	Existing Resources	Children and Families Officer Locality Group.	Young carers have better access to financial advice.
13.2YC	Include consideration of financial issues in workforce training on young carers.	Programme of workforce training in place which covers financial pressures on young carers.	<ul style="list-style-type: none"> • Development of training sessions. • Numbers of staff attending sessions. • Number of organisations participating in staff training. 	Sep-14	South Ayrshire Change Fund and existing resources.	Children and Families Officer Locality Group.	Better awareness amongst professionals of the financial pressures facing young carers.

13.3YC	Develop drop in money advice surgeries across local youth and community organisations delivering services to young people.	Range of community organisations offering financial advice to young people across South Ayrshire.	<ul style="list-style-type: none"> • Numbers of community organisations offering financial advice to young people. • Numbers of young carers accessing financial advice through local groups. 	Sep-14	Existing Resources	Children and Families Officer Locality Group.	Young carers have better access to financial advice.
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Section One: Strategy Details*

Name of Strategy	South Ayrshire Carers Strategy
Lead Officer (Name/Position)	Heather Anderson Acting Housing Policy and Strategy Manager
Strategy Development Team (Names/Positions)	Children and Families Officer Locality Group Adult and Older People Officer Locality Group
Critical friend (s)	Zhan McIntyre Housing Policy and Strategy Co-ordinator

*Policy could include strategy, project or application: see guidance attached.

What are the main aims of the strategy?	The aim of the strategy is to outline how unpaid carers will be assisted and supported by the Local Authority, Ayrshire and Arran NHS and its partners to carry out their caring responsibilities over the next 4 years.
What are the intended outcomes of the strategy?	The intended outcomes of the strategy are that: <ul style="list-style-type: none"> • Unpaid carers feel assisted and supported in their role. • Sustained levels of care provided in the community. • Reduced pressure on Health and Social Care services. • Unpaid carers experience improved health and well-being.

Section Two: What are the Likely Impacts of the Strategy?

Will the strategy impact upon the whole population of South Ayrshire <i>or</i> particular groups within the population (please specify)	The strategy will affect: <ul style="list-style-type: none"> • All unpaid carers across South Ayrshire. • Young people providing care for family members. • People who are receiving care from family or friends.
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Considering the following Protected Characteristics and themes, what likely impacts or issues does the strategy have for the group or community.

List any likely positive and/or negative impacts

Protected Characteristics	Positive and/or Negative Impacts
<p>Race: Issues relating to people of any racial group, ethnic or national origin, including gypsy travellers and migrant workers</p>	<p>It is anticipated that this strategy will have a positive impact on people from BME groups and gypsy travellers as carers in these households will have better access to advice and support.</p>
<p>Sex: Issues specific to women or men</p>	<p>It is anticipated that this strategy will have a positive impact on women in South Ayrshire, as there are more female than male carers.</p> <p>Women will therefore benefit particularly from the increased advice and support available.</p>
<p>Disability: Issues relating to disabled people</p>	<p>It is anticipated that this strategy will have a positive impact on people with disabilities as the people who provide care for them are assisted and supported in their role.</p>
<p>Age: Issues relating to a particular age group e.g. older people or children and young people</p>	<p>It is anticipated that this strategy will have a positive impact on young people who are carers as the strategy addresses specific issues which relate to young carers i.e school based support.</p> <p>It is anticipated that this strategy will have a positive impact on older people as it should improve care for older people provided by family and friends.</p>
<p>Religion or Belief: issues relating to a person's religion or belief (including non-belief)</p>	<p>No specific impact is anticipated as this strategy applies equally to all people, regardless of their religion or belief (including non-belief)</p>
<p>Sexual Orientation: Issues relating to a person's sexual orientation i.e. lesbian, gay , bi-sexual, heterosexual</p>	<p>No specific impact is anticipated as this strategy applies equally to people of all people, regardless of their sexual orientation.</p>
<p>Marriage and Civil Partnership: Issues relating to people who are married or are in a civil partnership.</p>	<p>No specific impact is anticipated as this strategy applies equally to people of all people, regardless of their marriage or civil partnership status.</p>

<p>Gender Reassignment: Issues relating to people who have proposed, started or completed a process to change his or her sex.</p>	<p>No specific impact is anticipated as this strategy applies equally to people of all people, regardless of their gender reassignment status.</p>
<p>Pregnancy and Maternity: Issues relating to the condition of being pregnant or expecting a baby and the period after the birth.</p>	<p>No specific impact is anticipated as this strategy applies equally to people of all people, regardless of their pregnancy and post-birth status.</p>
<p>Multiple / Cross Cutting Equality Issues</p> <p>Issues relating to multiple protected characteristics.</p>	<p>It is anticipated that this strategy will have a positive impact in relation to several cross-cutting issues including:</p> <ul style="list-style-type: none"> + Improved care for older people living with disabilities. + Improved support for unpaid carers of all ages who may have their own health problems.

<p align="center">Equality and Diversity Themes Particularly Relevant to South Ayrshire Council</p>	
<p>Health</p> <p>Issues and impacts affecting people's health</p>	<p>The Carers Strategy may impact positively on health issues by improving the health of people receiving care and unpaid carers providing care.</p> <p>This will be achieved through increasing access to services, advice and information for carers on the support, advice and information available to unpaid carers.</p>
<p>Human Rights: Issues and impacts affecting people's human rights such as being treated with dignity and respect, the right to education, the right to respect for private and family life, and the right to free elections.</p>	<p>The Carers Strategy may impact positively on two Human Rights issues:</p> <ul style="list-style-type: none"> + The right to a childhood or an education will be better safeguarded by supporting young unpaid carers + The right to dignity and respect will be better safeguarded by ensuring unpaid carers are assisted and supported to provide quality care.
<p>Rurality</p> <p>Impacts relating to living and working in a rural community</p>	<p>The Carers Strategy may impact positively on people receiving and providing unpaid care in rural areas.</p> <p>This will be achieved through increasing access to services for unpaid carers in rural locations through more accessible community based advice provision.</p>

Deprivation

Issues relating to poverty and social exclusion, and the disadvantage that results from it.

The Carers Strategy may impact **positively** on issues relating to deprivation by improving the financial inclusion and wellbeing of unpaid carers, including young unpaid carers.

This will be achieving through the provision of dedicated welfare benefits and financial advice for unpaid carers.

Section Three: Evidence Used in Developing the Strategy

<p>Involvement and Consultation</p> <p>In assessing the impact(s) set out above what evidence has been collected from involvement, engagement or consultation?</p> <p>Who did you involve, when and how?</p>	<ul style="list-style-type: none"> • A group of school-based young carers were involved in a fact-finding meeting with a development officer on the 22.11.2011. • A group of young carers/service users were involved in a focus-group style discussion on the 22.2.2012. • The strategy was discussed with the service co-ordinator at the South Ayrshire Carers Centre on the 8.3.2012. • A group of 4 local unpaid carers and 8 health professionals were involved in a consultation event which involved discussion of the strategic objectives on the 30.4.2012. • Local community groups were invited to comment on the draft strategy sent to them by email on the 25.6.2012. • The Adult and Older People’s Officer Locality Group was invited to comment on the draft strategy at one of their programmed meetings on the 16th August 2012. • The Children and Families Officer Locality Group was invited to comment on the draft strategy at one of their programmed meetings on the 6.5.2012. • The NHS Public Partnership Forum was invited to comment on the draft strategy sent to them by email in May 2012. • The Child Protection Team was invited to comment on the draft strategy sent to them by email in June 2012. <ul style="list-style-type: none"> • The South Ayrshire Equality and Diversity Forum consulted by email during July 2012.
<p>Data and Research</p> <p>In assessing the impact set out above what evidence has been collected from research or other data. Please specify <i>what</i> research was carried out or data</p>	<p>A review of current relevant documents was undertaken. These documents included:</p> <ul style="list-style-type: none"> • National Carers Strategy for Scotland (Scottish Government) – January 2012. • South Ayrshire Response to the National Carers Strategy for Scotland – Oct 2011. • Getting it Right for Young Carers in Scotland –

collected, <i>when</i> and <i>how</i> this was done.	<p>Young Carers Strategy – January 2012.</p> <p>In addition to this, a series of consultation events were held (outlined above) to gather views of unpaid carers, which were used to inform the strategy.</p>
<p>Partners data and research</p> <p>In assessing the impact set out above what evidence has been provided by partners. Please specify partners</p>	<p>The South Ayrshire Carers Centre provided statistics on the profile of unpaid carers in South Ayrshire on the 8.3.12</p> <p>Adult and Social services provided access to the Carers and Safeguarding document which was used to inform the strategy.</p>
<p>Gaps and Uncertainties</p> <p>Have you identified any gaps or uncertainties in your understanding of the issues or impacts that need to be explored further?</p>	<p>At this time, the main gap in our knowledge relates to the number of unpaid carers from BME groups and therefore the extent to which unpaid carers from BME groups will be assisted by the strategy.</p> <p>There is also a gap in our knowledge on the scale and extent of unpaid carers in the Gypsy/Traveller community in South Ayrshire.</p>

Section Four: Detailed Action Plan to address identified gaps in:

- a) evidence and**
- b) to mitigate negative impacts**

No	Action	Lead Officer(s)	Timescale
1	Form a steering group to implement the actions within the strategy and ensure that information is widely disseminated throughout the community and in a variety of languages and formats.	Adult and Older Person's Officer Locality Group	March 2013
3	Contact national BME advocacy / charities to find out if there is any information relating to unpaid carers in BME groups.	Adult and Older Person's Officer Locality Group	March 2013
4	Contact Gypsy/Traveller Site Manager to gain views on unpaid carers and support needs for Gypsy/Traveller community in South Ayrshire	Adult and Older Person's Officer Locality Group	March 2013

Section Five - Performance monitoring and reporting

Considering the strategy as a whole, including its equality and diversity implications:

When is the strategy intended to come into effect?	September 2012
When will the strategy be reviewed?	September 2013
Which Scrutiny Panel will have oversight of the strategy?	Leadership Panel

Summary Equality Impact Assessment Implications & Mitigating Actions

Name of Strategy: South Ayrshire Carers Strategy

This strategy will assist or inhibit the Council's ability to eliminate discrimination; advance equality of opportunity; and foster good relations as follows:

Eliminate discrimination

The strategy will help to eliminate discrimination against unpaid carers which can arise as a result of their caring responsibilities, by increasing access to support and services.

The strategy will help to eliminate discrimination against young carers by outlining actions relating specifically to young people, and by delivering support and assistance to young carers and preserving a child's right to an education and a childhood.

Advance equality of opportunity

This strategy will help to advance equality of opportunity by facilitating access for unpaid carers to employment and training, education, health services, financial and emotional support.

This strategy will support young carers to take advantage of opportunities such as recreational outings, time with friends, education and training opportunities by alleviating them of inappropriate caring responsibilities.

Foster good relations

This strategy will help to foster good relations between Health and Social Work services by encouraging multi agency working to support unpaid carers.

It will also help to foster good relations between unpaid carers in the community and statutory services as their needs will be highlighted and addressed.

Good relations will also be fostered between the person receiving care and their family as

unpaid carers will be assisted and supported to fulfil their caring responsibilities.

Summary of Action Plan to Mitigate Negative Impacts

Actions	Timescale
Create a steering group to implement the actions over the following 4 years. This group will ensure that information materials etc are disseminated widely across the whole community and actions are implemented across all ethnic minority groups.	
Contact national BME advocacy / charities to find out if there is any information relating to unpaid carers in BME groups.	
Contact Gypsy/Traveller Site Manager to gain views on unpaid carers and support needs for Gypsy/Traveller community in South Ayrshire	

Signed:**Head of Service**

Date: