

This is a framework designed to actively promote engagement and participation of Carers in Dundee. The framework supports involvement of carers of all ages, from varied backgrounds, caring for a diverse range of people. Some carers are currently attending school and others are in early adulthood, others are of working age or retired. They care for people with different conditions and needs; in different settings and have a wide variety of interests and needs.

### **Dundee Carers Partnership**

Dundee Carers Partnership Group is a multi- agency partnership group made up of carers, representatives of carers, and agencies who work with carers in Dundee. The Dundee Carers Partnership leads on the strategic planning for Carers in Dundee in relation to the Carers (Scotland) Act 2016. The Carers Partnership is led by Dundee Health and Social Care Partnership on behalf of Dundee Integration Joint Board. DIJB are responsible for delegated functions as described in the Scheme of Integration Public Bodies (Joint Working) (Scotland) Act 2014. The main purpose of the group is the development of Dundee Local Carers Strategy, oversight and implementation of this strategy, and development of a related performance framework.

The Carers Partnership Group is the formal group which oversees the implementation and subsequent review of A Caring Dundee 2 (2021-2024) -Strategic and Commissioning Plan. The group takes forward the monitoring and review of the actions arising from the implementation of the Plan in several ways including developing and implementing communication and involvement activities to include a wide range of carers and stakeholders and reviewing the implementation of the Plan and producing reports on progress

The Carers Partnership will support the review, (by December 2024) of Dundee local carers strategy 'A Caring Dundee 2 (2021-2024) -Strategic and Commissioning Plan'.

This (draft) Involvement Framework has been developed through the Communication and Involvement Sub- Group of Dundee Carers Partnership.

When developing the Dundee local Carers strategy- 'A Caring Dundee 2' local carers identified a strategic outcome of

**'I am heard, recognised, respected and I am able to be involved'** and said that carers when this is achieved carers will say "that they have been identified and recognised; given a voice and feel listened to, heard, understood and respected and an equal partner in the planning and shaping services and supports.

Some of the tasks identified to make this happen include actions that this framework will support:

- working with Carers and relevant agencies to find ways to identify Carers, thinking creatively and utilising best practice locally and nationally
- taking a proactive approach to Carer identification including the promotion and uptake of Adult Carer Support Plans and Young Carer Statements
- promoting partnership working with Carers, specifically in planning conversations with the person they care for including during hospital stays and discharge
- finding the best ways to ensure that people who aren't online can continue to access information and support in other ways
- finding ways of proactively identifying Carers and supported people and who can't access information on line to identifying resources and support to enable access
- continuing to have an information and advice service for Carers that is shaped by what Carers want and need to know and provided in ways that they identify as optimal
- continuing to provide and seek additional ways to ensure that relevant information and advice is available in a range of accessible formats
- undertaking targeted engagement work with Carers with similar types of caring roles to further understand, plan and design solutions to reduce the impact of caring
- working with Carers in co-productive ways to explore the best ways of Carers recognising their role and seeking support for this
- enhancing workforce learning opportunities regarding Carers matters and Carers priorities and opportunities to support Carers
- further developing Young Carer Ambassadors programme at Dundee & Angus College to beyond Secondary School
- working with Community Learning and Development colleagues to develop resources for youth groups in informal settings so Young Carers are more easily identified and supported in the community.

This framework aims to ensure that we give opportunity for all Carers to contribute their views to support Dundee Carers Partnership; local agencies and organisations; national bodies to hear carers voices and learn from carers.

### **The framework will:**

- Support an effective, planned approach to carer engagement in Dundee
- Share information about spectrum of engagement
- List principles for carer engagement
- Share information around Dundee Carers Partnership Engagement and other engagement with Carers in the City
- Provide information and advice on ways of working with carers to learn their views
- Develop a process and method of sharing information and outcomes of carer engagement
- Develop ways to direct engagement requests to agencies who might support gathering of views
- Ensure engagement opportunities are offered and promoted to carers
- Prompt ways to support carers in a representative role to feedback, communicate and learn views of local carers

**Principles-** The Framework is informed by some fundamental principles:

**Awareness and Understanding**



Recognising the challenges and working with Carers to transform any barriers to engagement.

**Change**



Practitioners being open to different ways of working and accepting that this may be right and necessary, but challenging for practitioners.

**Choice**



Recognising the right of Carers to decide where, how and if they get involved. Providing different ways to become involved for those who want to give views.

**Commitment**



Welcoming and including voices in all aspects of our work with Carers. Providing feedback about the impact of Carers and stakeholders views.

**Integrity**



Firmly believing in the value of Carers contributions and the difference this impact involvement will make.

**Valuing difference**



Respecting the individual uniqueness of people and challenging labels, stereotypes and attitudes.

**Transparency**



Listening and showing a willingness to change the balance of power towards Carers through approaches which promote engagement and involvement.

**Safety**



Ensuring Carers and the people they support are always protected from harm.

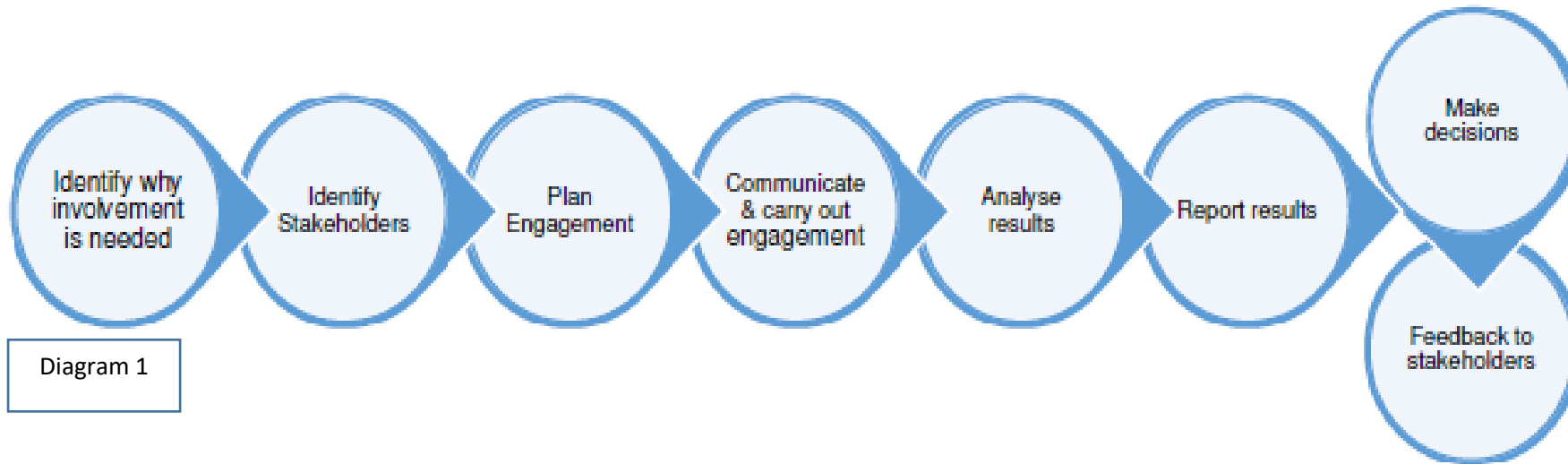
**Balancing**



Hearing views from all stakeholders including agencies and practitioners and being clear about the respective impact of the contributions.

## The Engagement Process

The core steps described below in Diagram 1 are essential to effective involvement processes



When analysing the results, it is important to consider not just what you have learned but where there may be gaps in your information. Where possible, relevant and practical you may want to find way of hearing from people with Equality Act Protected Characteristics age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. In analysing your results, you may want to look at other National or local research, and information from previous involvement exercises.

More information about good practice in involvement is available at:

<https://www.gov.scot/publications/planning-people-community-engagement-participation-guidance/pages/3/>

<https://www.hisengage.scot/publications/>

<https://www.scdc.org.uk/what/national-standards>

**Spectrum of Engagement**

The framework recognises that engagement and participation methods need to take account of individual circumstances and the issues being considered. These methods sometimes depend on each other. Informing is often needed at all levels.

Diagram 2 shows a Spectrum of engagement approaches.

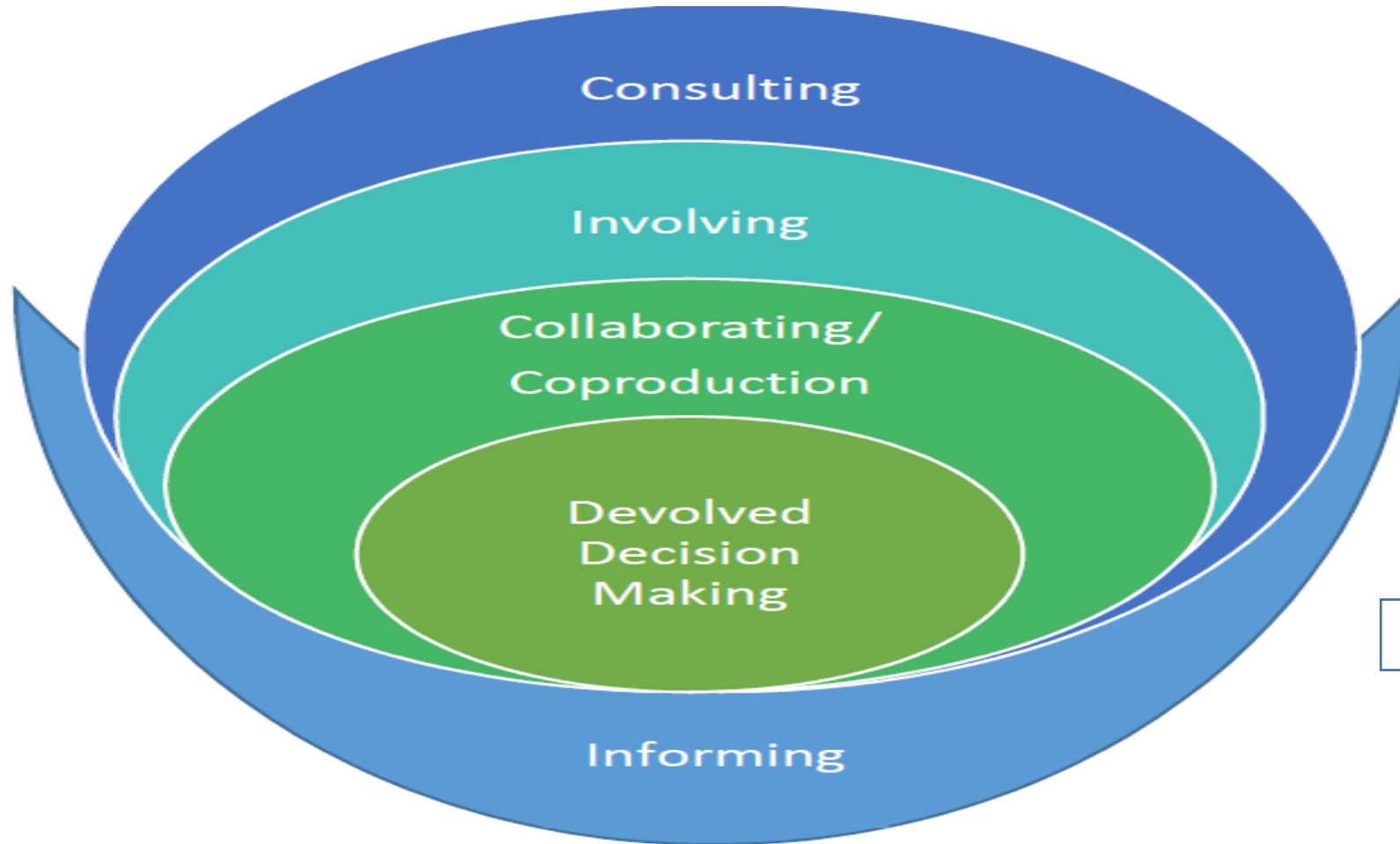


Diagram 2

## Draft Dundee Carers Partnership Carers Involvement Framework 2024

Spectrum of Engagement Approaches Table 1 gives a brief description of some of the different parts of the spectrum. Different approaches will be appropriate for different pieces of work but Informing is necessary and should be central to every approach as well as being an approach in itself that sustains a range of engagement longer term.

<b>Devolved Decision Making</b>	Carers make agreed decisions on subject. e.g. Participatory budgeting, Dundee Carers Groupwork
<b>Collaborating/ Co-production</b>	Carers work in partnership in order to reach shared decisions along with other stakeholders
<b>Involving</b>	Stakeholders work alongside carers to ensure that views, knowledge and concerns are listened to, fully understood and addressed to inform planning and decision making.
<b>Consulting/ Listening</b>	Obtaining carers feedback on proposals and different alternatives
<b>Informing</b>	Providing balanced and objective information to assist Carers under the context of involvement and decide to take opportunity to give their views.

Table 1

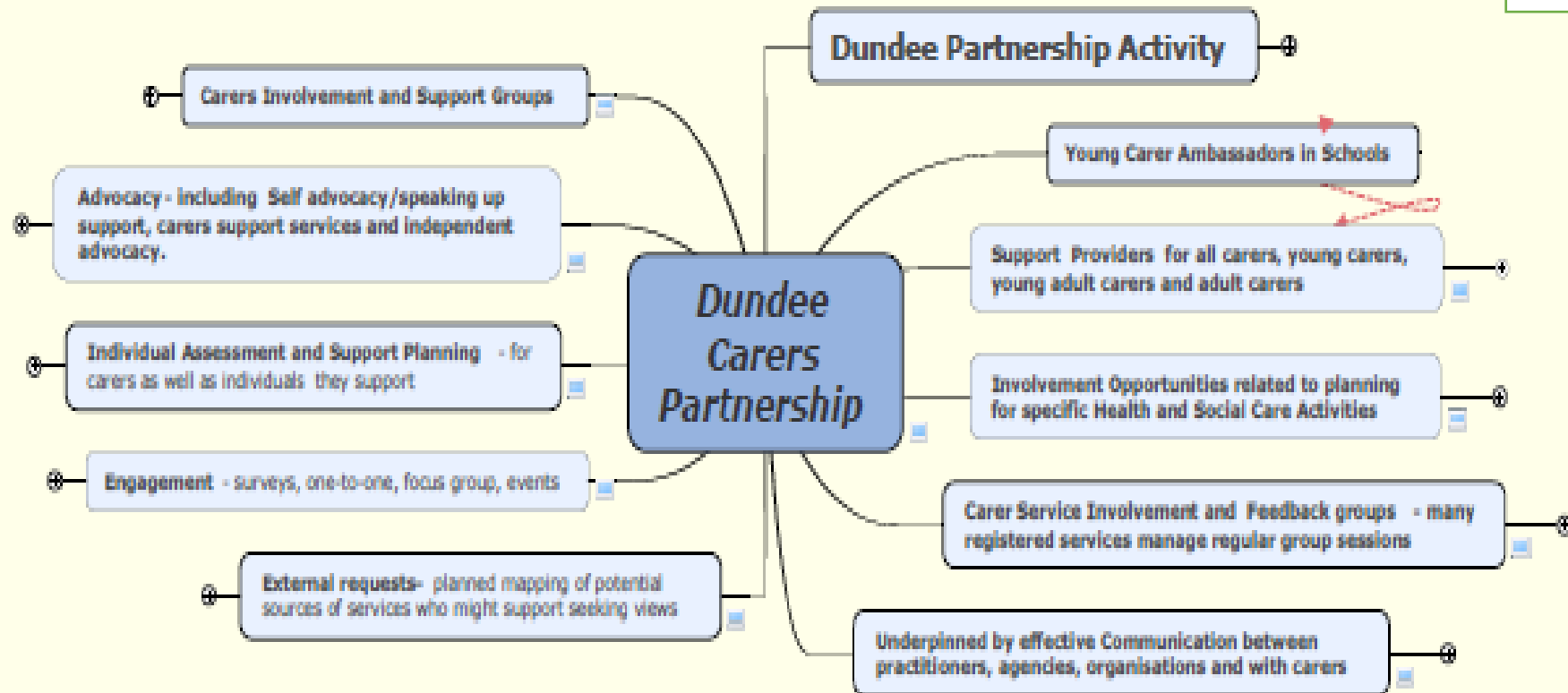
The following image (Image 1) show identified current mechanisms where Dundee carers are known to be involved.

## Dundee Carers Partnership Involvement Framework

This summarises Carers Involvement relating to issues affecting carers in the city, across Tayside and Scotland as well as carers own support, and in care arrangements for person they support. Agendas that carers may have expressed an interest in giving views include - In Health and Social Care planning, Fairness and Inequalities, local community matters , transport housing etc..

NB These diagrams are temporary and will be made clearer in finished document

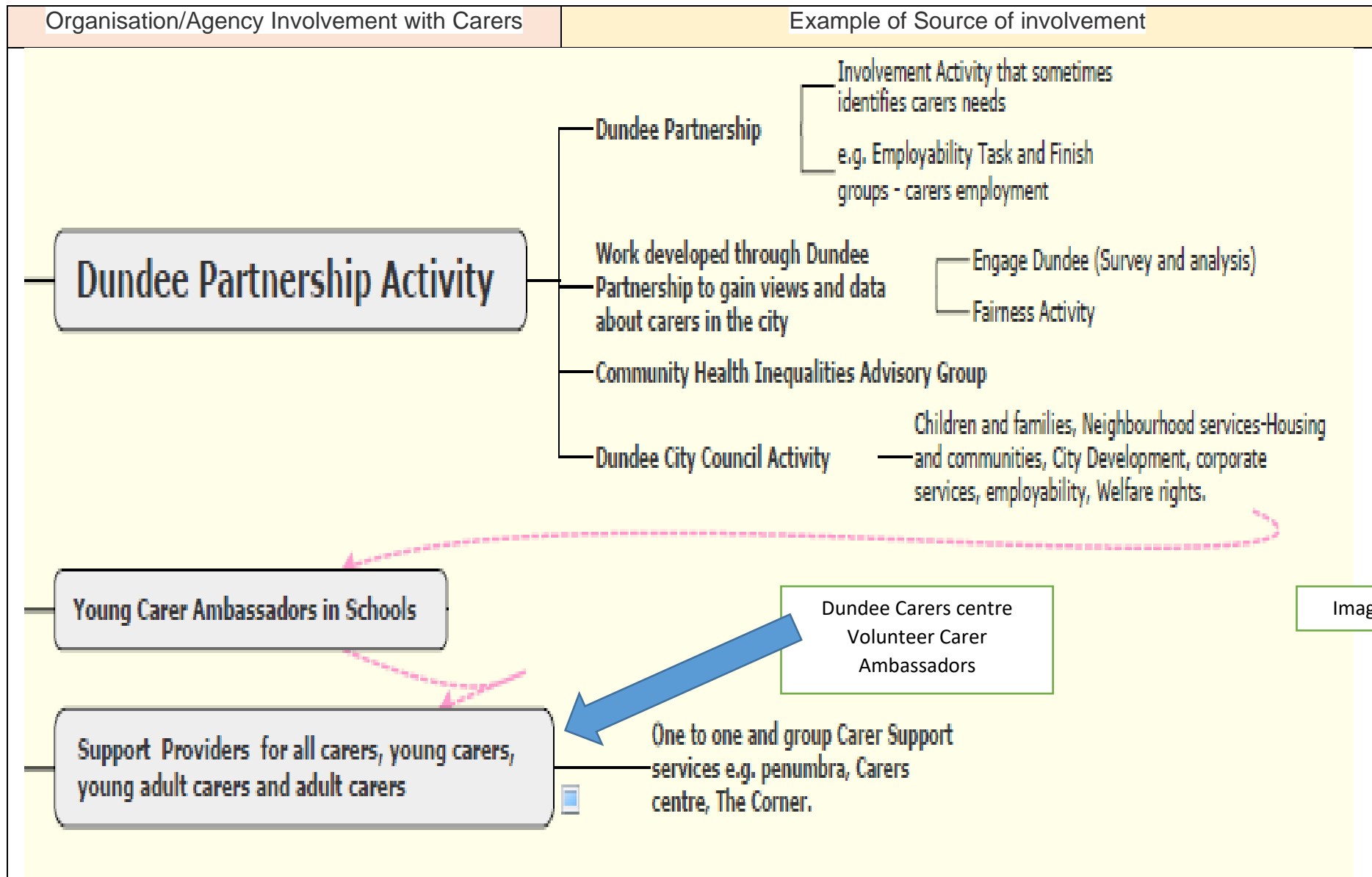
Image 1.





# Draft Dundee Carers Partnership Carers Involvement Framework 2024

Images 2,3,4,5 show the areas where carers are involved in the City, in particular relation to health, care and social work.



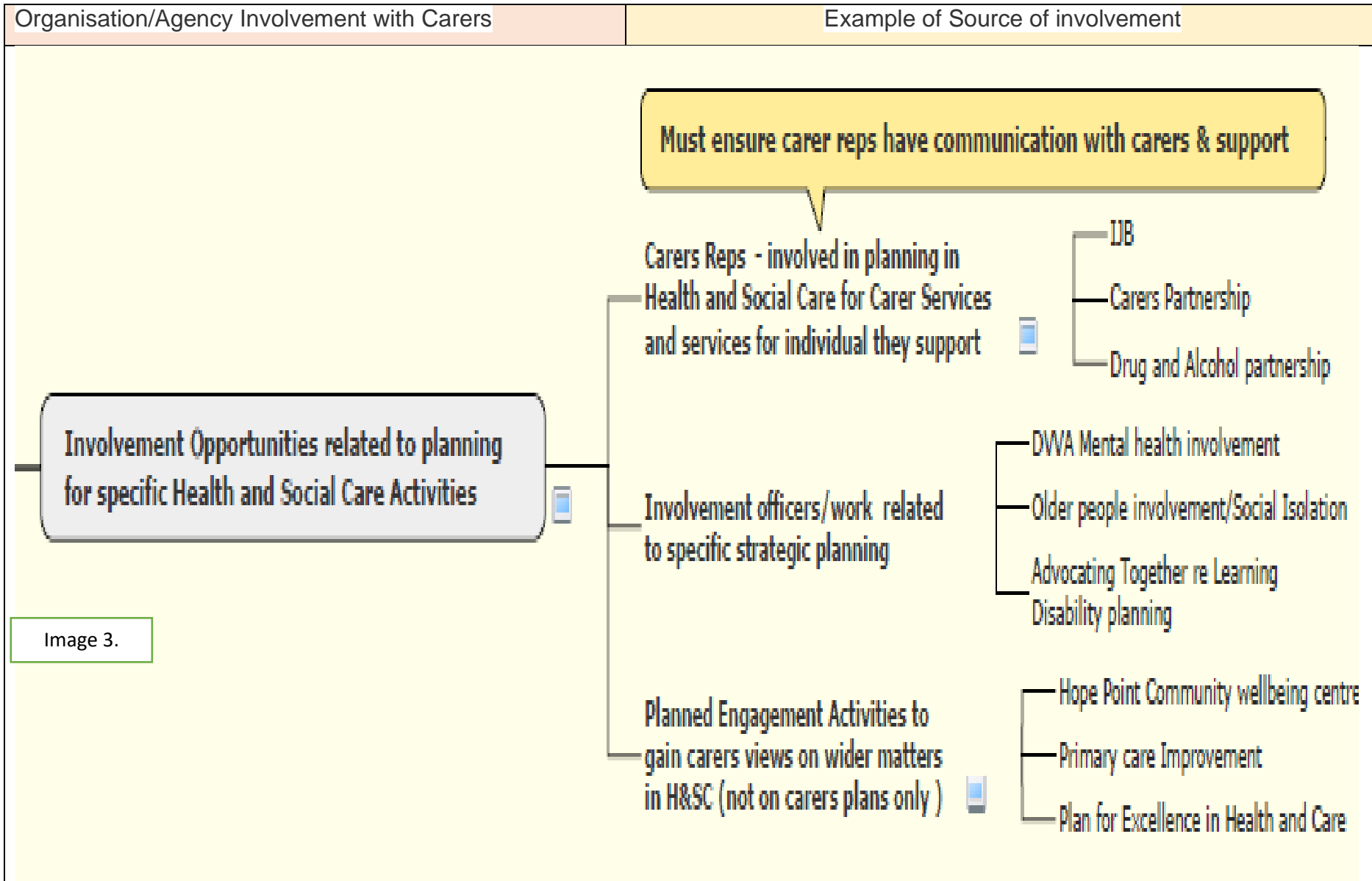
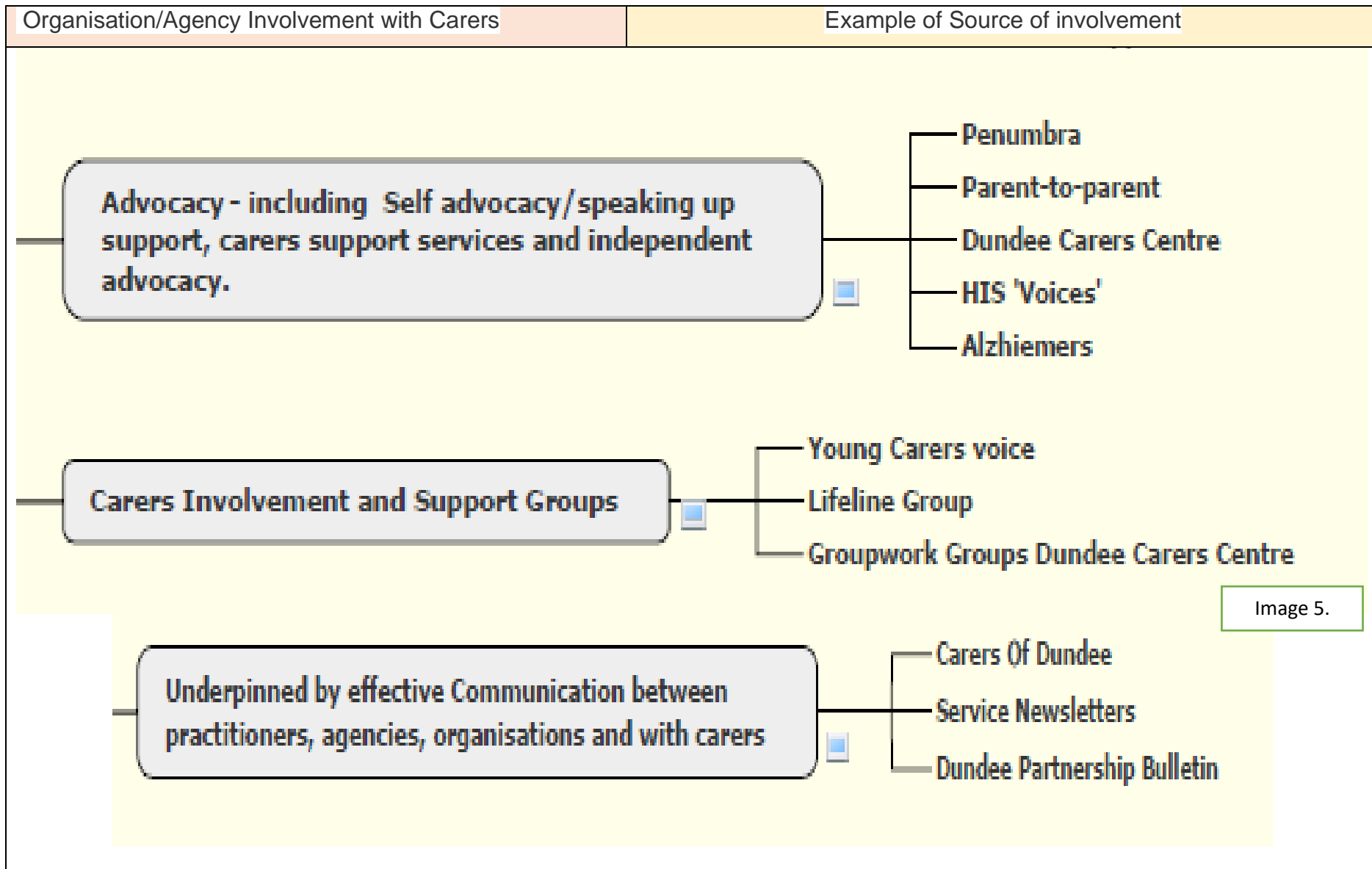


Image 3.

# Draft Dundee Carers Partnership Carers Involvement Framework 2024

Organisation/Agency Involvement with Carers	Example of Source of involvement
<p>Engagement - surveys, one-to-one, focus group, events</p>	<ul style="list-style-type: none"> <li>Engage Dundee</li> <li>Local Community Planning</li> <li>National engagement e.g. NCS</li> </ul>
<p>External requests- planned mapping of potential sources of services who might support seeking views</p>	<ul style="list-style-type: none"> <li>MAT Standards</li> <li>Possible request for involvement via Dundee Carers Centre who could direct to or=there sources of help.</li> </ul>
<p>Carer Service Involvement and Feedback groups includes registered care services manage regular group sessions as well as carer services and condition specific services (e.g. Alzhiemers Dundee)</p>	<ul style="list-style-type: none"> <li>Some registered services carers groups not fully reinstated- may need advice and support on how best to do this.</li> <li>Sometimes carers have reason to be involved in processes developed to engage service user s</li> <li>Carers Centre short Breaks continuous improvement group</li> </ul>

# Draft Dundee Carers Partnership Carers Involvement Framework 2024



### **Going Forward**

The Communication and Involvement Sub Group will report to Dundee Carers Partnership and carry out actions described in A Caring Dundee 2 – 2021-2024 Delivery Plan.

This framework represents a key part of the Carers Partnership commitment to Carers. The Dundee Carers Partnership sub group for Communication and Involvement wants to connect these sources of involvement in order to share expertise, make the best use of carers involvement opportunities and listen and learn from local carers.

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