



**INFORMATION ABOUT
DUNDEE CARERS PARTNERSHIP
PERFORMANCE REPORT**

2017-2019

The Carers Partnership Performance Report informed the Performance and Audit Committee (PAC) of the Dundee Integration Joint Board about the progress and activity of Dundee Carers Partnership over the period 2017-2019. Through the delivery of the strategic plan 'A Caring Dundee 2017-2020' the Carers Partnership leads strategic planning and the development and provision of services and supports for carers of all ages.

The Carers Partnership carry out the actions set out in 'A Caring Dundee 2017-2020', which is a plan for services and supports for carers of all ages in Dundee. The **vision** of this plan is that **all carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring.**

The Performance Report 2017-2019 highlights the work of the Dundee Carers Partnership, as well as a much wider network of agencies who have worked alongside carers, young carers and communities to realise the ambitions of the strategy.

The report tells people about

- working with local communities
- how short breaks for carers have been developed further
- the stronger involvement with carers in the design and delivery of services
- how the Carers (Scotland) Act 2016 has been delivered in Dundee.

'A Caring Dundee' has supported a range of actions to improve the lives of carers under four strategic outcomes and the report is structured around four strategic outcomes for carers as well as identifying work under each of these outcomes:

Some of the key achievements are listed below.

Strategic Outcome 1: Carers will say that they are identified, respected and involved

- A workforce development programme was implemented in 2017 to equip the Health and Social Care workforce and assessors of Adult Carer Support Plans with the necessary knowledge for implementation of the Carers (Scotland) Act 2016.
- A 'Carers of Dundee' marketing campaign ran for 4 weeks in May 2019 as a way of generating awareness and collaboration in supporting carers in Dundee. During the campaign all traffic increased through the Carers of Dundee website and Carers of Dundee social media.
- Carers Voice, Young Carers Voice and the Lifeline Group increased carer involvement opportunities in service design. In 2017-2018 20 carers had opportunities to be involved in service design, with this number increasing to 65 the following year.
- Members of Young Carers Voice highlighted the work of the group at Dundee Headteacher Conferences, World Community Development Conference and the Scottish Parliament.

Strategic Outcome 2: Carers will say that they have had a positive caring experience

- A Dundee Carers Charter has been developed that sets out what carers can expect from services, the type of support they can access and the opportunities for involvement in decisions affecting the people they care for.
- Carer Support Groups have continued to expand their activity delivering peer support so that carers can learn from each other's experiences and skills as well as offering support and advice to each other working through their concerns.

Strategic Outcome 3: Carers will say that they have opportunities to lead a fulfilled and healthy life.

- The 'Carers of Dundee' brand and website was re-freshed and launched in 2018. A total of 2,363 users have accessed the site in 2017-2019.
- Dundee Carers Centre have developed a locality approach to supporting carers in Coldside and Strathmartine. The approach has been successful in increasing the number of carers of all ages identified and supported within the local community for 142 carers of all ages in 2017-2017 to 290 carers in 2018-2019.
- Information and advice has been provided by Dundee Carers Centre to 1,259 adult and young carers in 2017-2018 and 1,366 carers in 2018-2019.

Strategic Outcome 4: Carers will say that they have a good balance between caring and other things in their life and have choices about caring.

- As part of the "What's Best for Dundee Carers Project" in 2017 local carers were involved in developing the Adult Care Support Plan (ACSP) and associated practice guidance.
- The Dundee Adult Carers Eligibility Framework has been developed through Dundee Carers Partnership. This involved Carers and stakeholders in a number of ways including the work undertaken through the "What's Best for Dundee Carers Project".
- The Dundee Short Breaks Service Statement was produced in 2018 through an extensive process of co-production with local carers and other stakeholders. In 2017-2018 the Dundee Short Breaks Service supported 350 carers to have a break, increasing to 372 carers in 2018-2019.

The full performance report is available at www.carersofdundee.org



If you require this document in alternative formats please email dundeehscp@dundeecity.gov.uk or telephone 01382 434000.

GET IN TOUCH:

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