



## Supporting Document

### Item No 10: Locality Forum Presentation

#### – Engagement with Carers

## Glasgow City Health and Social Care Partnership: Carers Eligibility Criteria

### Publication / Implementation date 1<sup>st</sup> April 2018

PART 3 OF ACT  
PROVISION OF SUPPORT TO CARERS  
CHAPTER 1  
**ELIGIBILITY CRITERIA**

**Section (s):** 21, 22, 23

**Summary:** Duty to set Eligibility Criteria, Publication and review of criteria, National eligibility criteria

Each local authority is to set local eligibility criteria. Before setting eligibility criteria, each local authority must consult persons and bodies representative of carers and it must take steps it considers appropriate to involve carers. A local authority must have regard to such matters as the Scottish Ministers may by regulations specify when setting its local eligibility criteria. However, this regulation-making power is not being used at present and the matters will be set out in guidance.

**Each local authority is required to publish and review its eligibility criteria.**

There is a regulation-making power which will be used regarding review of the local eligibility criteria. This section contains a further power for Scottish Ministers to make regulations setting out national eligibility criteria. This is a reserve power to be used at a later date if necessary.

## Background

From April 2018 Glasgow City Council (GCC) and the Health and Social Care Partnership (HSCP) will be required to have Carers Eligibility Criteria in place. A consultation exercise was undertaken to elicit the views of carers and wider stakeholders in order to determine if existing eligibility framework provided equitable access to carer supports.

Examples and responses from consultation and involvement from carers and bodies representative of carers related to developing and engaging carers about draft Glasgow City HSCP carers Eligibility Criteria

Consultation Level	Description of event	Date	Response	Outcome / Key points
<b>Setting local eligibility Criteria</b>	Discussion with carers reference group to discuss how best to involve carers and carers forums in the setting of draft eligibility criteria.	October 2017	Progress city wide / locality events including online / face to face carers engagement and city wide carers consultation on draft Eligibility criteria	Progress agreed methods of consultation with carers and forums with support from carers partnership staff and community learning and development staff
<b>City Wide Carers Event</b>	Draft Eligibility carers event	November 2017	Positive Response from carers representatives  Overwhelming support from carers attending (97%) for Glasgow's proposed for Eligibility Criteria Framework for fair access to supports for carers.	Event response Report produced Results incorporated into SMT and IJB papers for Dec/Jan.  Question raised at IJB about levels of consultation at event.

<b>Young Carers - Ministerial visit</b>	Glasgow hosted a ministerial visit on behalf of the Minister for Public Health and Sport which included discussion with the young carers regarding the impact of upcoming legislation on their lives.	February 2017	It has been acknowledged that consulting with young carers regarding the eligibility criteria in a meaningful way is a significant challenge nationally	The young carers found it difficult to understand the meaning of new legislation and how it affects them and as such it was agreed that a 'jargon buster' was required  Young carers statement information produced April 2018 including, terms explained "Jargon buster"
<b>Consultation</b>	Closing date and Analysis	Nov-Dec 17		Face to face consultation with carers through a city wide and 3 locality events during November to help shape eligibility criteria. Third sector engagement event held Dec 2017, consultation with both C&F and OP Core Groups in December. Online questionnaire to HSCP staff and wider stakeholders
<b>Report to IJB on consultation responses and proposed final Criteria</b>	Complete report from work stream updates with final draft criteria and tiers to access support	Dec-Jan 2018		Final Carers Eligibility criteria paper complete / presented to SMT/IJB January 2018 agreed for publication in line with Act requirements
<b>Online methods</b>	Online survey conducted via your support your way	Nov/Dec 2017	70 staff from the HSCP responded to the online survey as did 33 carers.	159 responses were received, which consisted of 107 from the online survey

				and 52 people involved in the four group work events. 78 responses came from carers, with 70 received from HSCP employees. 8 replies came from workers from voluntary sector carer's projects. 2 replies were from members of the general public and one was from an NHS employee.
<b>Twitter, GCC, HSCP link</b>	To Carers Eligibility Criteria	Dec 2017	Including your support your way ongoing carers section developments – Eligibility Criteria download links	
<b>Face book activity via Glasgow West carers page</b>	To Carers Eligibility Criteria		links to wider overview of Carers act and invitation to participate in survey	127 carers viewed face book page on HSCP carers eligibility criteria.
<b>NW Carers Forum – local event / Coalition of carers</b>	Presentation / overview of Carers Scotland Act 2016	5 <sup>th</sup> December 2017 <b>Carers Rights Day</b>	Promoting local carer awareness / independent perspective and debate on Carers Scotland Act 2016	One such issue raised was some strong feeling about having a Carers Champion with current carer experience.
<b>North West Carers Centre</b>	Carers workshop	December 2017	Local carer from carers centre attending informal workshop on new carers Scotland Act 2016 supported by local carers training co-ordinator	
<b>West Glasgow Carers email book and NW Forum mailing list</b>	Both NW Forum mailing list (35) generic carer email book and (53) additional general carers contacts	March / April 2018	Information and link to carers eligibility Criteria	

<b>Carers reference Group and local carers forum reps</b>	Meeting with Councillor Mhairi Hunter		New City Convenor for Health and Social Care Integration and the carers took up the opportunity to feed in their views and comments for any new Carers Structure including the recruitment of a new Carers Champion.	This engagement provided the basis for proposals in Councillor Hunter's Carer's Champion Report March 2018.
<b>NE Glasgow carers event Draft Eligibility Criteria</b>	CDO organised a consultation session in the North East		16 carers from the North East were consulted and engaged in consultation	carers views and opinions were feed back to HSCP

### **Responses to the Consultation (online methods as above)**

159 responses were received, which consisted of 107 from the online survey and 52 people involved in the four group work events.

78 responses came from carers, with 70 received from HSCP employees. 8 replies came from workers from voluntary sector carer's projects. 2 replies were from members of the general public and one was from an NHS employee.

70 staff from the HSCP responded to the online survey as did 33 carers.

#### **Do you think Glasgow HSCP's planned response to eligibility criteria is the right approach for Glasgow's unpaid carers?**

The answer given was yes from 153 people with 2 saying no and 2 declining to answer.

#### **Comments received as follows:**

"Awareness needs to be raised in terms of the services offered by SW and community based care supports services".

"Yes agree that services must be provided on an equitable and consistent basis across the city."

"Carers should be given the opportunity to shape and improve services."

### **Do you agree that the eligibility criteria should provide the right level of support at the right time to carers?**

152 of those who responded agreed with the above statement, 6 people disagreed and one declined to respond. Comments received were overwhelmingly positive and constructive with the two shown below a fair reflection.

It was felt that respite services such as short breaks could be provided in the middle tranche of support and that such interventions might actually save money in the long term.

It's a good idea to have access points at priority levels 1 and 2 to avoid everything being a crisis intervention.

### **Should there be a single point of access through the Carers Information line?**

This question only applied to the online survey. 89 people answered yes, 14 answered no and 4 people declined to comment.

A number of comments were received these are summarised below;

"Yes as enables information to be targeted and resources co-ordinated effectively".

"Carers should be able to access support all the way through a carer's journey".

"No Social Work assessments identify carers every day".

Will the proposed allocation criteria focused on early intervention and prevention strategies effectively allocate resources to carers?

141 respondents answered yes to this question, 7 answered no and 11 declined to express a view. "Comments as follows" ...

"More regular reviews are needed for existing carers to make sure they are able to manage their caring responsibilities."

"The process has to start somewhere and the triangle model diagram is reasonably easy to understand."

To ensure that carers eligible for support are identified earlier, what are your views on working with GP's and others to identify carers earlier on their journey/close to point of diagnosis? Do you agree with Carers information strategy approach?

The vast majority of respondents agreed with this approach with only 5 people being against it and one person declining to answer

### **Summary Points**

Overwhelming support for Glasgow's planned strategy (97%) for Carers eligibility Criteria.

Over 95% of those surveyed are in favour of Glasgow's current and planned approach to carers interventions which uses a triangulated approach and directs the majority of resources at those in the greatest need,

A positive response was given to the plans to promote Carer's services within GP surgeries, with a number of respondents commenting that GP's will often come across carers before Social Work services do so.

There was large support for the use of the Carers information line as a single point of access, but a number of respondents also highlighted the importance of social work and health staff as people who could refer carers and assist them to receive assessments.

141 out of 159 responders supported the view that the proposed early intervention and prevention strategy should allocate resources effectively to carers, 103 out of 107 people surveyed online agreed that the strategy should focus on carer's health and wellbeing, relationship and life balance. **Each local authority is required to publish and review its eligibility criteria.**