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Dear Simon,

Following the 'Life Leaving Lockdown' discussion paper updated on 17 June and the letters from Carers Scotland, Carers Trust and Oxfam during Carers Week, I would like to thank you again for highlighting these issues and take the opportunity to outline the work across Ministerial portfolios to address the points raised.

It is worth reiterating that Scottish Government appreciates the contribution that Scotland's unpaid carers make and recognises the extra pressures that many are experiencing, as well as the large number of new carers providing help and care at this time. We will continue to work across government to ensure that carers are supported and recognised.

I understand that this is a lengthy response, however, I wanted to fully address the points that you have raised.

Young carers

I fully understand the concerns that young carers will have regarding the additional pressures placed on them during lockdown.

One of the key strategic outcomes for our work is that young carers are supported and protected from inappropriate caring and negative impacts on their education, social lives and future development. Much of the support for young carers is designed to allow them the chance to have the same opportunities as others.

Engaging and involving young carers, continues to be important to us. Although face to face communication continues to be a challenge, we manage this through other routes including funding the Scottish Young Carers Services Alliance, the Young Scot platform for young carers, the alternative plans for the Young Carers Festival and individual correspondence.

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We absolutely recognise the importance of regular dialogue with partners to ensure that we are hearing and responding to the issues that matter to young carers.

Carers with protected characteristics

I understand that many people will be anxious about protecting themselves and their families.

The Carers (Scotland) Act 2016 includes duties for local authorities to take account of the impact of having one or more protected characteristic when identifying carers' personal outcomes and needs for support and in providing carer information and advice services.

We fund MECOPP (Minority Ethnic Carers of People Project) and other national carer organisations to support local carer organisations, which often deliver these duties on behalf of authorities. I understand that MECOPP and other national carer organisations are already in dialogue with officials about the further support they can offer.

As part of our immediate response to the pandemic, the Scottish Government has provided more than £500,000 to organisations working specifically with minority ethnic communities across Scotland. We are also working with a new expert group to provide a clearer picture of the impact on minority ethnic communities. The group will consider evidence and data being gathered by the Scottish Government, Public Health Scotland, National Records of Scotland and the NHS, and advise on actions to mitigate any disproportionate effects.

Equality and human rights issues such as this are at the heart of our policy response to the impacts of COVID-19, and in our recovery and renewal work. This is part of our wider work to advance race equality, backed by over £2.6 million in the last year. We were also very pleased to have Judith Robertson, the Chair of the Scottish Human Rights Commission, facilitate our 2019 Carers Parliament event.

More widely, as you will be aware, we work closely with groups supporting and reporting on carers with protected characteristics to help us understand and respond to how the pandemic is felt across all communities. We have very much valued the input of groups such as Engender, Inclusion Scotland and MECOPP through, for example, the Carer Benefits Advisory Group and in wider discussions.

We want to ensure that everyone in our society has equal access to support and services and that the systems we put in place do not act as a barrier to achieving that.

Principle: Unpaid carers as equal and expert partners in decision making

I absolutely agree that the Scottish Government and others responsible for planning support or services and developing policy need to learn from carers' experiences and knowledge to ensure that national and local systems are fit for purpose. We support a variety of national forums and opportunities for carers to engage and have their voices heard. The Carers Act also sets requirements for carer involvement in local strategic planning as well as in individual decisions which affect them.

Feedback from carers and carer organisations has been important in identifying priorities and shaping our response to the pandemic and this will continue. As we move out of lockdown, we will continue to find new ways to engage with people. I understand that officials have been engaging with both carers and carer organisations remotely, including regular meetings with national carer organisations, attending network meetings and ongoing dialogue with partners delivering the Carers Parliament and the Young Carers Festival to find creative ways of running these events.

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Principle: Unpaid carers rights must be reinstated and reinforced

I agree that carers' rights to adult carer support plans and young carer statements are vital. The temporary changes to these rights are being kept under regular review and will only remain in place while absolutely necessary to protect people and in response to short-term, urgent need.

Sections 16 and 17 of the UK Coronavirus Act give local authorities temporary flexibility not to complete these plans and statements where that would not be practical, or would cause unnecessary delays in providing support or assistance. These emergency powers allow local authorities the flexibility to focus on the most urgent need and protect the lives of those who are most vulnerable, while ensuring effective safeguards. The duties to provide carer support and to provide care and support to people in need of assistance remain in place. Local authorities are still expected to do as much as they can to meet people's needs, whether or not they choose to use the powers.

We have issued statutory guidance to local authorities on sections 16 and 17. The guidance makes it clear that local authorities are responsible for ensuring that the powers are only used for as long as is necessary. We also monitor and report to the Scottish Parliament on a regular basis about the use of these powers.

Following liaison with COSLA and Social Work Scotland, a survey was issued to Chief Social Work Officers to understand the use of the powers over the period from commencement of the powers on 5 April 2020 until 16 May 2020. As detailed in the Scottish Government report to Parliament, responses to that survey showed that most local authorities have not found it operationally necessary to use these powers. Subsequent follow-up has confirmed that the powers have been used in five health and social care partnership areas (Dundee, East Lothian, East Renfrewshire, Clackmannanshire and Stirling and South Lanarkshire). Some are using the powers across the whole authority area and all services, while others are using the powers in a more targeted way, for example, on particular services only.

This evidence suggests local authorities are carefully considering use of the powers and seeking to use them only where appropriate and necessary, subject to their governance processes. While significant progress is being made, the future path of the virus, and levels of demand for assessments and impact on social work professionals is hard to fully predict. We therefore considered it appropriate to maintain the flexibility for local authorities to use these powers, subject to further monitoring and review.

Further monitoring of use of the powers will inform the second report to Scottish Parliament on the coronavirus legislation which is due after the current reporting period ends on 31 July. As set out in section 15 of the Coronavirus (Scotland) Act 2020, there is a requirement to lay the report in Parliament no later than 14 days after the end of a reporting period.

We have assured local authorities that the financial support they need to scale up services to meet the additional demands arising from COVID-19 will be met by the Scottish Government, aligned to local plans already in place.

We provided an initial £50 million to help the social care sector deal with the financial implications of COVID-19. This was confirmed on 12 May.

Ministers and COSLA also wrote to health and social care partnerships on 10 April to ask them to prioritise additional carer support in their local mobilisation plans for responding to the pandemic. This is on top of the extra £11.6 million for carer support in the 2020-21 budget.



Wraparound support for those shielding and at high risk

I understand that the challenges of shielding are enormous and that it is having a real and detrimental impact on people's lives, families and wellbeing – whether is is a carer who is shielding, or they are caring for someone who is shielding. That is why we are constantly weighing the benefits of shielding against these negative effects and adjusting our advice to shielding people as we learn more about the virus, easing restrictions when the clinical advice tells us it is safe to do so.

We eased the advice from 18 June and will be providing further guidance by the end of July which will provide more detailed advice which will enable us, as far as is possible, to move away from a blanket approach towards one that lets people understand the risks they face and to make choices based on that.

We continue to work with local authorities and key partners to provide a package of support for people who have been advised to shield. This currently includes access to:

- a weekly grocery box of food and household essentials, delivered to doorsteps, free of charge;
- supermarket priority delivery slots, specifically for those who are shielding; and
- a volunteer-led distribution service for the delivery of prescriptions.

As well as this, we have set-up a SMS service so we can keep in touch with people about shielding, and they can use it to request free grocery boxes and supermarket priority delivery slots. More than 100,000 people have registered for it already. For people who do not have access to the SMS service, we have organised for free national phoneline to be in place, so they can seek advice and request this support.

The Scottish Government has developed a range of mental health and wellbeing resources on the [Clear Your Head website](#), and the shielding letters, which are sent to every person advised to shield, contain advice and details of services regarding looking after mental wellbeing.

I recognise how important it is to understand people's lived experiences of shielding when designing services and information for them and for the people supporting them. We have worked with Public Health Scotland on a large-scale survey of people who are shielding and those who care for them, and our User Centred Design Team has also interviewed people who are shielding, or caring for someone who is shielding, as well as organisations that provide support for shielding people. We will draw on the findings from this research as we develop further support for shielding households, and we will continue to engage with people who are shielding to hear what is important to them.

Over 53,000 people have signed up with the British Red Cross and Volunteer Scotland, through the Scotland Cares campaign, to volunteer to support our public services and local communities. These volunteer resources are drawn upon by Local Third Sector Interfaces, local authorities and Local Resilience Partnerships who are coordinating local responses for individuals non-shielded at risk. Partnerships have been asked to include local carer organisations in their local resilience planning.

Information

I agree that information and effective communication is vital. The steps we have taken in recent years to make local carer information and advice services a statutory duty under the Carers Act and increase our investment year on year have been particularly valuable in the last few months.

We understand there is a lot of Coronavirus-related information that some may find difficult to navigate. That is why we created a carer-specific page on the Scottish Government website, to help carers and carer organisations find the most up to date information that is relevant for them. This content covers a range of practical issues, including infection control; when to use and how to access PPE, testing and wider support; and how distancing rules apply to carers. NHS Inform also has information available in various languages and formats such as easy read. We will shortly be seeking advice on how we can ensure that our carer-facing information is as effective as possible.

We agree that as we come out of lockdown there will be a high number of new carers who may not identify and are not aware of the support available and a campaign directed at this audience would be helpful. We are planning to adapt the marketing campaign that was recently postponed. This will require further consultation with carers and local carer services and will be launched at a time when the messaging will be most effective.

Our regular meetings with the national carer organisations have helped ensure that the information we provide is focused on carers' concerns and we continue to listen and respond to gaps and issues where they arise.

Services

As the Life Leaving Lockdown paper states, person-centred and outcome focused support is critical.

We have made it clear to local authorities that they should act to do what is right to deal with the virus, and not be constrained by funding issues. While recognising that there are unprecedented pressures on the system, we have clearly signalled that it is not acceptable that social care packages are cut. In addition to the funding directed towards social care from the 2020-21 budget, we have agreed with COSLA that Scottish Government will meet additional social care costs incurred because of the impact of the pandemic. That agreement was specifically to ensure that both existing and new demand in social care could be met.

We appreciate that many carers and those they care for will have seen reductions in day care and respite services. Our route map for transitioning through and out of the crisis highlights the importance of these services. It is important to stress that some day care support has remained in place with appropriate physical distancing and hygiene measures, and other services have re-opened or started to provide support in a different way. We have already worked with Shared Care Scotland and Young Scot to ensure that more carers can access equipment and subscriptions to give them a break at home through the Time to Live fund and the Young Scot package for young carers.

We have also been listening to a range of partners, including providers and carer organisations, to understand the potential barriers to restarting services, what creative solutions have been implemented to date and what support and guidance is needed to support local decision making to safely re-open and reconfigure services. We will continue to work closely with Shared Care Scotland and others as this moves forward.

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Your paper mentions the importance of IT equipment to help people stay connected. On Thursday 7 May, the Cabinet Secretary for Communities and Local Government announced the Connecting Scotland programme which will support 9,000 low income individuals across Scotland that are clinically at risk to COVID-19. The £5 million programme will offer an internet connection, training and support, and a laptop or tablet to people who are clinically at risk, on a low income and are not already online during the response to coronavirus (COVID-19).

We have provided Family Fund with £2.98 million to deliver grants for families on low incomes raising disabled or seriously ill children and young people for items including tablets/computers and gaming in order to improve digital access for those young people and their families and enable them to access on-line and digital support.

We also fund the ILF (Independent Living Fund) Transition Fund for 16 to 25 year old young people living with a disability to support their independence, which can include the purchase of IT equipment. Improving digital access for those young people and their families will support them to access on-line and digital support.

Self-directed support

I note your calls for social care support to be embedded with the principles of self-directed support and made as flexible as possible and the recent guidance to be reinforced across every local authority; flexibility to be extended to enable close family members to be employed through a direct payment during this period; and both the carer and the person being cared for to be involved in the decision making process.

As the Life Leaving Lockdown report notes, we have issued comprehensive guidance agreed with COSLA on self-directed support during COVID-19.

When we issued this guidance, we stated that it is critical that social care support is maintained with minimal interruption during this period to ensure the safety, dignity and human rights of people who already have support in place and for those who will need it. The Scottish Government and COSLA expect that local systems will act to do what is right to deal with the virus and to protect people's health and wellbeing, recognising that funding is available to meet both existing and new demand in social care during this period of unprecedented pressures.

In regards to enabling close family members to be employed through a direct payment during this period, under the Direct Payment 2014 Regulations the local authority can agree to a supported person employing a close relative or family member where this is the only option or under 'exceptional circumstances'. The guidance linked above states that, "Local authorities should consider the test of exceptional circumstance to be met during the COVID-19 pandemic" and that, "consideration should be given to all such requests during the pandemic period where safeguarding and undue influence is not a concern".

Practical support

I note your calls for food boxes and priority shopping slots to be opened up beyond the shielding group; broadband and technology support to be provided; library services to be reinstated and grants to be made available for short breaks.

The Scottish Government has worked at pace to establish a coordinated response for the non-shielded at-risk group through investment in local authorities, national third sector infrastructure, local community responses, as well as a national helpline to direct individuals in need to appropriate local sources of support. We invested an initial £30 million in a

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structured public sector response, allocated to local authorities to coordinate the response for non-shielded at-risk groups, including families with children who are eligible for free school meals and those at increased clinical risk from COVID-19. This has recently been increased by a further £27.6 million.

In addition to this there has been a range of other support put in place to ensure that households receive the support they need. This includes a £10 million investment in national third sector infrastructure, including up to £2.1 million for Fareshare, our strategic partner helping local authorities to coordinate the local community food response.

As part of our £350 million funding package to support communities impacted by Covid-19, we set up a £20 million Immediate Priorities Fund to enable trusted stakeholders to increase capacity and respond to the crisis. From this, over £420,000 was provided to third sector organisations to deliver devices and/or connectivity to families and children.

We launched a National Helpline (0800 111 4000) for people at risk of COVID-19 who do not have family or community support in place – this is being extended to those isolating under Test and Protect. Callers are automatically connected to their local authority who will support them to access the support they need. This includes services such as: helping people access essential food and medication; links to local social work services for vulnerable children or adults; emotional support; contact with local volunteer groups; and referrals to the Scottish Welfare Fund.

A maildrop to every home in Scotland has now been completed – this advises of the support available, including the national helpline. A further maildrop on Test and Protect is underway. In addition, we launched a service on mygov.scot to help people find available support.

We have encouraged local resilience arrangements to work closely with local carer centres. We provide £3 million a year for the Short Breaks Fund. Through this fund, carers can access micro-grants to enable them to take a break from caring through purchasing things like laptops or a garden shed. We were pleased to be able to announce extra funding of £178,750 last week to go to Family Fund's Take a Break fund. This will help support an extra 650 families of disabled children and young people to take a break from their caring role.

It is currently planned that libraries can reopen from 15 July, subject to appropriate physical distancing and hygiene measures. We expect this will include a range of options for restoring services, possibly with a phased approach. Public library services in Scotland are administered by local authorities and decisions around what restoring services might look like will be made by local authorities to suit the local context in line with Scottish Government and Public Health Scotland guidance.

Employment

I note your calls for the UK Government to extend the furlough scheme for unpaid carers and those who are shielding; for replacement care to enable unpaid carers to return to work if they cannot work from home; guidance for employers on supporting carer employees during this period; and for employers to provide home working expenses or support unpaid carers to claim tax relief for home working expenses.

As lockdown continues to ease we are aware of the pressures facing unpaid carers many of whom may be considering returning to work.

Employers play an important role in supporting those who are balancing work and care. The Carer Positive employer accreditation scheme, run by Carers Scotland, provides recognition for those organisations which demonstrate awareness and understanding of caring and by

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offering flexibility to those who need it by creating policies for their employees who are also carers. We are working with Carers Scotland to ensure that good practice is shared amongst employers and to encourage them to identify and support those in their workforce who are juggling work and caring responsibilities.

UK-wide guidance is clear that employees who have caring responsibilities resulting from coronavirus can be furloughed. We would expect employers to consider these requests within the context of our wider approach to Fair Work in Scotland. We published a [joint statement](#) with the STUC on 25 March on Fair Work in Scotland during the pandemic which calls on employers, workers and trade unions to work together to make the right decisions about workplace issues arising during the pandemic to ensure workers are treated fairly and their concerns are taken seriously. The statement urges employers to consider temporary arrangements for paid leave for caring responsibilities that are additional to current leave entitlements. It also makes clear that homeworking should be the norm wherever possible and asks employers to be as supportive and flexible as they can, given the exceptional strains that will be placed on some workers and that rules need to flex to allow those with caring responsibilities to carry on working. The statement is currently being refreshed to support workers and employers as we move to re-open the economy.

In our response to the UK Government's Carers Leave consultation last year, we also made clear our support for extended flexibility for carers needing to access unpaid carers' leave. We supported increased flexibility for carers to use the leave as and when they need it, with a notice period proportionate to the length of leave needed and for the use of self-certification for this.

Where possible, remote working should be an employers' default position. The Scottish Government is developing Homeworking Guidance that it will publish in the coming weeks to assist businesses with their forward planning. In regard to the additional costs associated with homeworking, it will be for employers themselves to consider if they wish to provide homeworking expenses. However, employees may be able to re-claim tax relief for some of the bills they have to pay if they have to work at home on a regular basis, such as business telephone calls or the extra cost of gas and electricity for their work area. From 6 April 2020 an employer can pay an employee up to £6 a week (£26 a month) to cover additional costs if they have to work from home. Information about this is provided at <https://www.gov.uk/tax-relief-for-employees/working-at-home>.

Finances

We note your comments on the Coronavirus Carer's Allowance Supplement payment.

As the Life Leaving Lockdown report recognises, Scotland has already raised the level of Carer's Allowance through our Carer's Allowance Supplement. This puts an extra £460.20 this year into carers' pockets, and the Coronavirus Carer's Allowance Supplement will provide a further £230.10, meaning that a carer in Scotland will be £690.30 better off than a carer south of the border this year. As well as having intensive caring roles, people in receipt of Carer's Allowance are on some of the lowest incomes.

As you will know from dialogue with officials, we considered a range of mechanisms to provide additional support for unpaid carers. An additional payment of Carer's Allowance Supplement was the only feasible option to deliver extra money to carers quickly. Creating a brand new benefit for carers or extending eligibility for Carer's Allowance Supplement would take several months as a minimum, and would depend not only on Social Security Scotland, but also the Department for Work and Pensions who are currently prioritising new claims including for Universal Credit.

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In terms of your calls for financial support more generally, unpaid carers may benefit from a number of other forms of support, including support for those who are self-employed, and the additional £45 million committed for the Scottish Welfare Fund which provides a safety net to people on low incomes who require financial support.

You also highlighted support for young carers. Rather than being an income replacement benefit like Carer's Allowance, the aim of Young Carer Grant is to help young carers aged 16 to 18 improve their quality of life and take part in opportunities that are the norm for their peers. The hours threshold is less than half that of Carer's Allowance (recipients need to care an average of 16 hours or more weekly), and there are no income or earnings requirements.

The extra £300,000 recently announced for young carers will help them to take a fun break from caring through the provision of vouchers, subscriptions, discounts or small grants. Young carers can access this extra support through the Young Scot package or the Time to Live fund.

Health and emotional support

It is vital that during this period of uncertainty anyone who requires support for their mental health and wellbeing can receive it. We were pleased to be able to work with the national carer organisations to develop the National Wellbeing Hub (www.promis.scot) which was launched in May. The Hub provides information and support on health and wellbeing for all those who work in health and social care, and unpaid carers. We continue to work with Carers Trust Scotland and COCIS to ensure that the Hub is promoted to carers and contains the most up to date and relevant resources for their needs.

We are aware that many local carer services are playing a vital role in providing carers with emotional support during this time, either over the phone or online. We are currently working with the national carer organisations, SSSC and NES to develop resources to support carer centre staff, many of whom are carers themselves, to look after their own wellbeing.

As mentioned above, Ministers and COSLA wrote to health and social care partnerships to ask them to prioritise additional carer support in their local mobilisation plans for responding to the pandemic and to include local carer organisations in their local resilience planning.

In addition to the Wellbeing Hub, the NHS 24 Mental Health Hub is a service that can be accessed by calling the main NHS24 line (111). Callers are put through to a "psychological wellbeing practitioner" offering a compassionate and empathetic response, advice, signposting, and onward referral to local services as appropriate. As an integral part of the 111 service, the Mental Health Hub is available to all.

Breathing Space is a confidential phoneline (run by NHS 24) for anyone in Scotland over the age of 16, feeling low, anxious or depressed.

The *Clear Your Head* campaign, as mentioned above, also contains helpful resources and tips to help people look after their mental wellbeing.

Testing and vaccination

Testing for COVID-19 infection is already open to unpaid carers and we have worked closely with national carer organisations to make sure carers have clear advice so help them understand how to access it. As you will be aware, carers are included in the priority matrix for key workers under priority group 4.

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Antibody testing for COVID-19 is currently being used in Scotland as part of our surveillance programme to provide population level information.

There remain unresolved questions about antibodies and immunity, which have implications for the use of antibody testing of this type. We are drawing on clinical and scientific advice to quickly develop plans on how tests will be best deployed and how they can complement other work to provide safe and effective care for patients.

We will continue to assess the situation in relation to vaccinations and anti-body testing and will engage with stakeholders on the issue.

Young carers' education and support for disabled children and young people returning to school

We continue to fund a post at Carers Trust Scotland to work with education partners to make sure that young carer interests are included in their work and planning. We encourage any young carer who is worried to speak with a trusted adult at their school, and ensure that they are aware of any caring duties they may have. This will mean that education staff can identify the most appropriate support for each young person. We will shortly be reconvening the Children Services Working Group which initially identified the need for this post.

In April, the Deputy First Minister provided an extensive response to a Carers Trust Scotland paper on concerns about young carers and the impact the changes in education may have. We understand this has led to a fruitful partnership between Education Scotland, SQA and Carers Trust. Through this collaboration they, along with other partners, have launched the new [Supporting Young Carers in Education during COVID-19](#) resource on the Education Scotland National Improvement Hub.

[The Coronavirus \(COVID-19\): strategic framework for reopening schools, early learning and childcare provision](#) was published on 21 May and further guidance has been published which sets out the considerations that local authorities should take into account in preparing for the re-opening of schools and other settings. We have also published advice on [support for continuity in learning](#) during the pandemic.

The strategic framework includes specific considerations for children and young people who require additional support, are affected by disadvantage and considerations for wellbeing and transitions. The continuity of learning guidance, sets out the considerations for pupils with additional support needs, and this would include, as appropriate, children and young people who are young carers.

You will be aware that on 23 June the Deputy First Minister announced that the Scottish Government's aim is a full return to learning in school from August. This is subject to the continued suppression of the virus, and that a blended learning model may continue to be required if this position changes, or in response to localised outbreaks. The Deputy First Minister set out that there would be particular arrangements for those whose health would mean that they could not return at the same time as other pupils, for example children and young people who are clinically vulnerable. He also set out that individual considerations would need to be made for children and young people with additional support needs. Young carers, where they face a barrier to their learning, would be considered to have additional support needs.



Conclusion

I hope that this letter reinforces the emphasis we place on supporting carers across the Scottish Government. Officials will continue to meet regularly with you and other carer organisations to discuss these and other issues. We will make sure the needs of carers are fully acknowledged as we carefully move out of this lockdown which has been so demanding and difficult for us all.



JOE FITZPATRICK

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