

**From:** [redacted]

**Sent:** 11 January 2021 11:19

**To:** [redacted]; [redacted]

**Subject:** Re: MSG proposal update for Health and Sport Committee

Hi [redacted] and [redacted]

I'm happy to pick up on this. When do you need the information by? I can share the last scoping report with you (March 2020) This report was signed off but not disseminated as it was finalised just as Covid hit.

We actually have a meeting of the Carers Collaborative tomorrow so I can ask them for their perspective on how things have progressed since March. Obviously Covid has been a major factor and there was a lot of disruption to normal activities, particularly between March and September, so this would be reflected in any update

Best wishes

[redacted]

Coalition of Carers in Scotland

Tel: [redacted]

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**From:** [redacted]

**Sent:** 13 January 2021 15:45

**To:** [redacted]

**Subject:** Update on Proposal 6

Hi [redacted]

Please find attached an update on Proposal 6 from the Carers Collaborative. If you need any further information, just let me know

Best wishes

[redacted]

Coalition of Carers in Scotland

Tel: [redacted]

## Update on Proposal 6

The Carers Collaborative forum for carer representatives met on the 12<sup>th</sup> January and provided an update on progress in relation to Proposal 6 from March 2020 to the present time. Carer representatives from 17 local authority areas were present

Carer representatives were asked via a poll to indicate progress

Q1 Effective approaches for community engagement and participation

This has improved – 31%

This has stayed the same – 54%

This has declined – 15%

Q2 Improved understanding of effective working relationships

This has improved – 35%

This has stayed the same – 53%

This has declined – 12%

Q3 We will support carers and representatives of people using services better

This has improved – 43%

This has stayed the same – 50%

This has declined – 6%

Further information was provided via discussion groups

Areas where progress has been made

- More areas have developed and implemented expenses policies for carer representatives
- Several areas have provided technology to carer representatives, including laptops and ipads
- The majority of carers have reported feeling more 'listened to' with more opportunity to contribute to discussions
- One area is reviewing the roles of representatives and is providing mentoring support. They are also setting up an additional forum for young carers to enable them to contribute their views
- Several carers mentioned the process for the development of local carer strategies as being very positive
- In one area two seminars have been planned to re-invigorate the Strategic Planning Group
- Approximately half of carers said that they have examples of where their interventions have made a real difference
- One area has developed a participation and engagement strategy which has been received positively

Areas where there are barriers to progress being made

- Succession planning was identified as the most pressing issue. Many carers are coming to the end of their 2<sup>nd</sup> term and feel they have 'done their bit' and even 'tried to escape for a number of years' New carers are not coming forward, partly because they are put off by the demands of the role
- Carer representatives work hard to ensure that there is representation at all levels. However, this puts a lot of strain on their time as there are not enough

people able to fill these positions, meaning one or two people are trying to cover all areas. This has turned the role into a full-time occupation for some.

- There have been fewer meetings and many cancellations due to Covid-19
- There is still confusion in some areas around the role and remit of the carer representatives
- There is a desire for more than 1 carer representative to be appointed to share IJB meetings. This is the case in some areas, but not all
- Wider carer engagement is still limited to small numbers and is not fully representative
- Expenses policies have still not been implemented in some areas
- The move to online meetings has been difficult for some carer representatives. Not all have been provided with a device and are therefore using outdated technology. There are also training needs in the use of technology
- Having a voice has been more difficult to achieve in online meetings
- In some areas carers said that there are excellent policies, but they are not always put into practice and there remains a gap between what is said and what happens