

Dumfries & Galloway Carers Strategy 2017 - 2021

Statement of Consultation

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Appendix 1 - Membership of Carers Groups

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1. Introduction

This document provides information on the involvement, communication and engagement activities undertaken as part of development of the Dumfries and Galloway Carers Strategy 2017 – 2021.

2. National standards for community engagement

In undertaking the consultation on the Carers Strategy 2017 - 2021 for Dumfries and Galloway, the 7 National Standards for Community Engagement (2016) ([National Standards for Community Engagement](#)) were applied. A supplementary advice note to the national standards relating specifically to remote rural practice ([Remote Rural Advice Note](#)) provided further guidance.

Visioning Outcomes in Community Engagement ([VOiCE](#)), a four step, (analyse, plan, do review), online planning and evaluation tool designed to assist the design and delivery of effective community engagement was also used.

3. Carers Programme Board (formerly Carers Strategy Group), Carers Interest Network and Carers Reference Group

These groups have been in place from at least 2012. They have a wide representation from across a range of stakeholders with members from health and social care services, third sector organisations who support Carers and Carers who are interested in being involved. The ongoing role of these groups is to shape and influence issues in relation to Carers. A full list of members can be found in Appendix 2.

4. Aims of the Carers Strategy consultation

The aims of the involvement, communication and engagement on the Carers Strategy were to:

- Inform people of legislative changes in regard to Carers
- Involve people in shaping the strategy
- Develop a better understanding of what matters to Carers
- Give as many people as possible, across the region, the opportunity to engage with the consultation on the Carers strategy

5. Stakeholder Groups included within the consultation

- Communities
- People who use services
- Carers
- Provider organisations (including provider and non-provider third sector, independent sector and public sector health and social care organisations)
- Staff groups across health and social care
- Diversity groups
- Locality representatives
- Boards and committees

6. Development of the Carers Strategy 2017- 2019 (September 2016 to December 2016)

Phase One – Engagement to understand ‘What matters to Carers?’	
30 August 2016 6 September 2016 22 September 2016	Engagement with Carers Strategy Group, Carers Reference Group and Carers Interest Network
23 September 2016 to 31 October 2016	Questionnaire ‘What matters to you?’ was available for Carers (for methods of communication and engagement activities please see Appendix 2)

Phase Two – Consultation on a Draft Carer Strategy 2017 - 2021	
November 2016	Review of all comments received during the engagement to inform the development of a draft of the Carers Strategy
22 November 2016 6 December 2016 8 December 2016	Further engagement with Carers Strategy Group, Carers Reference Group and Carers Interest Network to share comments received during the first period of consultation and to seek their views on the key themes of the strategy
January/February 2017	Develop a draft Carer Strategy
9 February 2017 16 March 2017	Further engagement with Carers Strategy Group, Carers Reference Group and Carers Interest Network on the draft strategy.
March 2017	Identifying communities or groups of people that did not comment/engage to inform the planning of future consultation events
30 March 2017	Draft Carers Strategy presented at the Integration Joint Board
3 April 2017 to 30 June 2017	Draft strategy available to the public for consultation. (for methods of communication and engagement activities please see Appendix 2)
July/ August 2017	Engagement with Carers Strategy Group, Carers Reference Group and Carers Interest Network to share comments received during the consultation and provide a final opportunity, for shaping and influencing this document.
August 2017	Carers Strategy to be converted into plain English.
5 September 2017	Equality Impact Assessment undertaken
6 September to 27 September 2017	Share the final draft Carers Strategy with management groups, Children Services Executive Group and Partners
30 November 2017	Seek agreement of the final draft Carers Strategy 2017 - 2021 at the Integration Joint Board

7. Level of consultation and comments received

Over the course of the two periods of engagement there were opportunities to discuss the Draft Carers Strategy at events such as conferences, team meetings, focus groups and consultation events. A full list of engagement activities is attached at Appendix 3.

It is believed that there was engagement with over 576 people throughout both periods of engagement and consultation. This number is an estimation based on information from:

- questionnaire returns (324)
- the number of people recorded at engagement events (252)

Consultation activity regarding the draft strategy resulted in 323 comments from 360 people and /or groups. All comments received were recorded into a single comments document and were considered in the revision of document.

8. Next Steps

Build on the learning from the consultation on the Carers Strategy to inform the development of future consultations

Identify key learning from VOiCE to also improve future consultations

Appendix 1 - Membership of Groups

Carers Programme Board (formerly Carers Strategy Group)

Vicky Freeman, Head of Strategic Planning (Chair)
Alison Solley, Locality Manager, Community Health and Social Care Representative
Linda Owen, Strategic Planning & Commissioning Manager
Claudine Brindle, Dumfries & Galloway Carers Centre, Carers Interest Network Representative
Shelia Clingan, Commissioning Manager, Children, Young People and Life Long Learning Representative
A representative of the Carers Reference Group
Phil Myers, Wellbeing Specialist, Joint Health and Wellbeing Unit Representative
Lorraine Haining, Service Improvement Manager, Mental Health Services Representative
Sue Newberry, Scottish Care Representative
Jeanette Harrison, Children's Community Nurse, Women and Children's Services Representative
Gail Robertson/Wendy Thompson, Discharge Manager, Acute and Diagnostic Services Representative

Carers Interest Network Membership

Representatives from the following organisations:

Alzheimer Scotland
Capability Scotland
Compass
Crossroads
Dumfries & Galloway Carers Centre
LGBT Plus
Parents Inclusion Network
Quarriers
Support in Mind Scotland
Third Sector Dumfries & Galloway
User and Carer Involvement

Carers Reference Group Membership

Unpaid Carers from across Dumfries & Galloway who either attend in person to meetings or receive information virtually.

Appendix 2 - Methods of communication and engagement

- circulation of emails containing consultation details and link to the online survey
- mail shot to community councils
- articles in the local newsletters including CORE briefing
- articles in local newspapers
- articles on BBC Radio and Westsound
- articles on NHS and council staff intranet
- council consultation pages
- documents available to download online
- social media updates
- public events and drop in sessions
- partner organisations staff events
- presentations and discussions at existing meetings across all sectors
- presentations at conferences
- display materials at exhibition events

Appendix 3 – list of engagement and involvement activities

The following groups were involved in promoting both the initial engagement and the subsequent consultation to Carers that they work with:

- Alzhiemer Scotland
- Capability Scotland
- Compass
- Crossroads
- Dumfries & Galloway Carers Centre
- LGBT Plus
- Parents Inclusion Network
- Quarriers
- Support in Mind Scotland
- Third Sector Dumfries & Galloway
- User and Carer Involvement

This was in addition to the following activities:

Date	Group or Event	Type
11/04/2017	Nithsdale Locality Management Team	Meeting
11/04/2017	Nithsdale Public Engagement Network	Meeting
21/04/2017	Gillbrae Carer Group	Meeting
26/04/2017	Carer Positive Group	Meeting
19/05/2017	Annandale & Eskdale Locality Event	Event
23/05/2017	Equalities Working Group	Meeting
06/06/2017	Carers Interest Network and Carers Reference Group	Meeting
12/06/2017	Community Health and Social Care Management Team	Meeting
12/06/2017	DGRI Foyer	Drop In
14/06/2017	Tesco Stranraer	Drop In
14/06/2017	Sainsbury's Newton Stewart	Drop In
20/06/2017	Children Services Executive Group	Meeting
20/06/2017	Gardenhill Medical Centre, Castle Douglas	Drop In
21/06/2017	Scottish Care Event,	Conference
21/06/2017	BHC Event	Meeting