

Annual Report **2016-17**



www.dundeeccarercentre.org.uk



Convenor's Report

Have we failed? Last year I suggested that perhaps we had 'hopes for a slightly more straightforward year'. Well 2016-17 has not proved to be such a year and, on reflection, that has probably been no bad thing. The CEO and staff do not always seek things to be straightforward. Success for Dundee Carers Centre is to have a challenging year, a rewarding year, an effective year and on that score it has been extremely successful.

Our formal Report to the AGM this year gives details of our six new strategic priorities. They were identified following a series of conversations with key opinion leaders in Scotland and carers and disabled people. They gave their time freely and shared with us their perspectives on how the future might unfold over the next decade or so, in the field of Health and Social Care. We are extremely grateful to all those who contributed to our deliberations.

The resultant priorities underline the importance of the Centre's culture and operating principles. What we in the Centre believe in, and how that is expressed by us all daily, is critical. It is anticipated that we will also rewrite our values statement next year and this will be produced through a joint exercise with staff and Board. Priority will also be given to enable our services and support to be more accessible. This will involve, amongst other things, looking at our opening hours, website and publications.

Improving the way we do things at present will not, on its own, be enough though. Many of the present models of social care are unsustainable. New ways will need to be developed and there has been much talk over recent years about advancing more locality based practices. The Centre has launched an innovative practice initiative in two Dundee areas and this will be taken forward during 2017-18. This can only fully progress, however, with the involvement of our colleagues in other services and organisations.

Consequently, a further priority is to engage more strategically with our partners. The staff are encouraged by the cooperation and guidance they regularly receive from other workers in the health and social care fields as well as children and families. There is a clear common goal to nurture wellbeing throughout Dundee and the City is already getting a reputation for its work through the integration programme and structures.

I made reference above to the unsustainability of many current models and this certainly includes the area of financial support. It is imperative that action is undertaken to research other ways of funding our work to complement

current income flows. The penultimate priority, therefore, is to research possibilities and opportunities in the field of social enterprise. This will be progressed during the 2016-20 planning period.

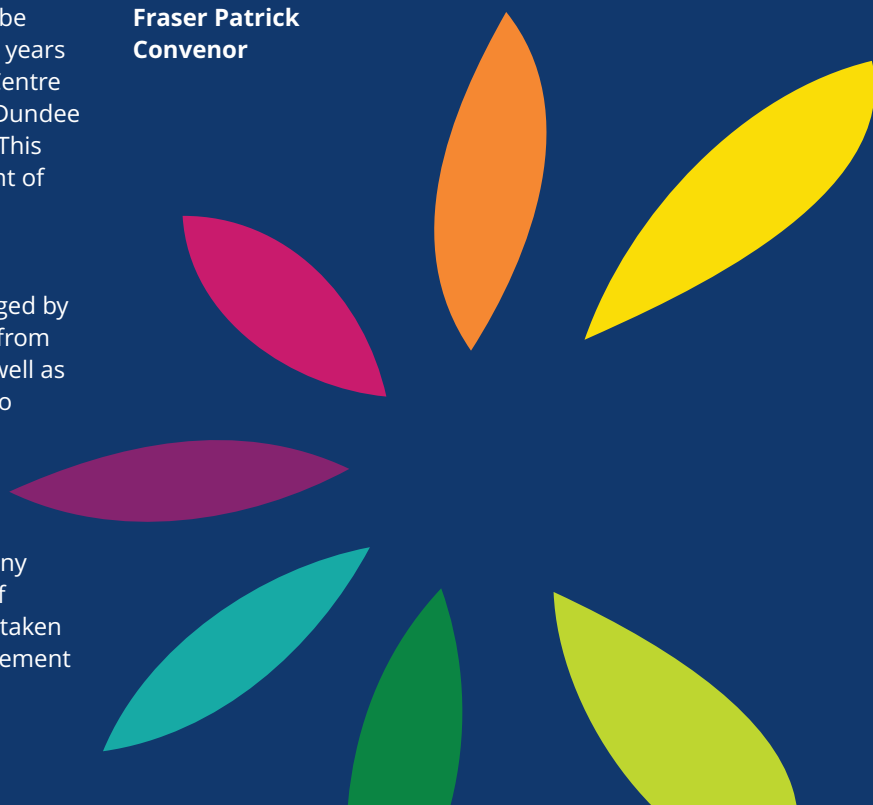
Finally and threaded through all the other priorities, is the need to affirm the centrality of carers and disabled people. This takes us back to the culture of the Centre. We will be exploring during 2017-18 ways and means of involving everyone, carers, disabled people, volunteers, members and others in becoming appropriately engaged in determining the direction of our travel and the nature of our policies. All the above will not be possible without a serious look at our decision making processes and the way power sharing is adjusted to create an authentic means of participation in the way we do things. This will not be easy but it will certainly be necessary.

Above all our work is about contact and relationships. We are fortunate in having so many fruitful contacts already and to be involved in such an effective network of relationships. For this we are very grateful and take this opportunity to thank Dundee Health & Social Care Partnership, NHS Tayside, the Big Lottery Fund, the Scottish Government, and many other trusts and voluntary sector organisations for their support, professionally and financially.

But like 2016-17, all this is not straightforward. Living in challenging times is one thing but we are judged not on how we acknowledge the challenges but on how we respond to them. So it is appropriate for me to recognise the expertise and positive attitudes exhibited by the Board, CEO and staff in the Centre. This year again they have responded with skill, enthusiasm and compassion. We look forward, together with all our colleagues, carers and disabled people to growing an evermore care full City.

So will we hope for a more straightforward 2017-18? Probably not. Instead we'll plan for it to be challenging, rewarding and effective.

**Fraser Patrick
Convenor**



Our Strategic Plan 2016-20 sets out the organisation's aims and objectives over the next four years. A significant amount of planning has been done to ensure the aims and objectives in the plan can be delivered.

Affirm the Centrality of Carers and Disabled People

Involvement

At last year's AGM we asked people how we could further involve carers, disabled people and members in deciding the future policies and work practices of the Centre. Responses identified key barriers to involvement including time, lack of confidence to participate and support that would be required for the person they care for.

The challenge was seen to be making involvement relevant, informal and using simple, straightforward language. People were invited to attend a further meeting to enable discussion on the possible solutions. The conversation continues to develop and much of the focus of the AGM in 2017 will be to take this work to the next phase and develop some key actions.



The Carers Voice Group has also had a period of review. It was agreed that the Centre would recruit an Involvement Worker who would take forward the key actions that were identified for the future.

"Coming to the Carers Centre has been excellent for me. I so enjoy going to the centre and meeting people."

1570

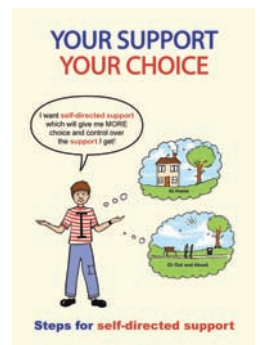
referrals received across all services. Our services provide free, confidential support on all aspects for carers of all ages and disabled people including benefits and financial support, training and information and help to access short breaks.

"Getting away from the house has recharged my batteries and I feel able to cope better. Had a great time, thank you so much."

81% of carers reported an improvement in their mental health and wellbeing.

Your Support Your Choice

In partnership with people who use Rose Lodge, Caal Care Ltd and Advocators from Advocating Together, a focus group was brought together to develop accessible materials explaining self-directed support to a wide audience. The group formed and developed these materials in response to a request from the learning networks held in Dundee in 2016.



These networks engage people who use services, carers and staff from a wide range of organisations in the public, independent and voluntary sector. The materials were launched in Dundee and Angus and have now been adapted to allow other local authorities and organisations, to use the booklet with the people they support.

£1,242,564

additional financial support gained for carers and disabled people through our Welfare Rights Service.

"I have had a lot of counselling from a lot of different people but always seemed to go round and round. With the help I've had here I know I was not to blame for most if not all my problems and I am now beginning to see a way forward."



Develop the Centre's positive, collaborative culture

Volunteers and Carer Centre Ambassadors

Our volunteers play a fundamental role in us being able to deliver the services we offer on a regular basis. In 2016-17, we had over 35 volunteers assisting with groups, outings, admin support, IT, adult carer befriending and a whole lot more! Many of our volunteers are 'Carer Centre Ambassadors' and are out in communities raising awareness of the Centre and speaking to carers about their experiences. This role has now been widened and a new training programme designed to ensure recruitment, training and line manager support is as robust as possible. In the Summer of 2017, we will also be applying again for the Volunteer Friendly Award, run by Volunteer Dundee.

Our Culture

The staff and volunteers at the Centre tell us that it is a great place to work, a place where people feel valued, supported and motivated to work at their best. As the organisation has developed and grown it is even more important that the culture continues to be strengthened and nurtured as one of the Centre's greatest assets. We have spent time together as a staff team with the Board of Trustees to consider the culture and our values with a view to rewriting the values statement of the Centre and consider how this will underpin our actions and decisions as a team.

100% who accessed our welfare rights service said they were coping better financially.

PQASSO

PQASSO is a leading quality standard developed for the third sector, and covers all aspects of an organisation, including planning, governance and leadership and management to assist third sector organisations to be more effective and efficient. In 2017, we were awarded the PQASSO Level 2 quality mark. The PQASSO standards set out what is necessary to have in place in order to ensure an organisation has sound governance practices, financial and risk management procedures and a robust system for measuring outcomes. PQASSO Level 2 forms part of our on-going investment ensuring quality services, for the benefit of carers, disabled people, their families and our supporters.

Learning and Development

"We will ensure that our staff and volunteers are supported to be their best and are valued for the contribution they make."

Following on from this objective being identified within the previous Strategic Plan, an organisational learning and development plan was created. This was to ensure we had cohesive working practices which consistently met defined quality standards, and that we had a confident and capable workforce to meet the evolving landscape of social policy.

A significant amount of work took place to meet this objective, starting with the creation of an internal Learning & Development Working Group with representation from staff at all levels and the Board of Trustees. The group identified the learning and development needs for the organisation, through reviewing the current learning structure for the organisation, identifying future learning and development implications due to changes in policy and legislation, then finally carrying out a skills audit for both staff and volunteers. A learning programme based on identified need was developed, which will continue to be built upon on an on-going basis.

119 young carers aged 8-15 yrs accessed on-going support through the Young Carers Project.

Explore the Promotion of Locality Based Developments

Caring Places/Localities Pilot

The Caring Places work was established in response to engagement with carers and stakeholders on how carers services should be delivered in the future and is a key test of change within the Centre, and the Carers Partnership, in developing a localities approach. Following on from this, a Localities Team was funded through the Integrated Care Fund until March 2018, with a key part of their work to disseminate and share learning within the team, the Centre and Carers Partnership to influence the development of services to support carers needs.

The most significant aspect of this project to note is that we are shifting from a focus of solely delivering direct support and services to carers, to working with other groups and organisations and the wider community to build and develop their capacity to identify and support carers. This approach will maximise our reach and increase the awareness and support available to carers. The involvement of carers, and their ability to share their stories and experience on their own terms, is key to the project and its continuation beyond 2017.

Work within Schools

A new Children & Families Department was identified within Dundee City Council, and in partnership with Dundee Carers Centre, a working with a group of young people was brought together to review and refresh the Policy on Provision for Young Carers, which was already in use within the Education Department. Young Carer Co-ordinators were identified for each primary and secondary school in Dundee, along with a named contact from the Centre for each school cluster for ongoing contact and support, to ensure the successful implementation of the new policy.

Through implementation of the policy we are working with the Children & Families Department to ensure that schools see themselves as having key responsibility not only to identify, but to also support young carers.

Research Social Enterprise Possibilities

C Gate

The official opening of C Gate took place in May 2016 and now hosts a variety of activities throughout the year, to allow new and current users of our services to meet and enjoy a break from their caring role. C Gate's external bookings continue to increase and provide a sustainable income stream for the organisation. It is proving to be particularly popular as a venue for private sector staff training and recruitment, due to its affordable room costs and city centre location.



Engage More Strategically with Partners

Strategic Partnerships

The Centre has a long and positive history of working with a range of partners to design and deliver services. This year has been particularly busy with several policy shifts impacting on national and local direction.

The staff and carers have been involved in the integration of Health and Social Care including the development of the Health and Social Care Strategic and Commissioning Plan 2016-2021 and are supporting carer representation on the Integrated Joint Board. We have also been working as part of the Carers Partnership to ensure strong implementation of the Carers (Scotland) Act 2016 which has meant leading a number of workstreams including short breaks and the development of a Carers Charter.

We have been developing our reach nationally and will continue to develop our relationship with national organisations to influence policy for carers and disabled people. Our CEO is now the Co-Convenor for the Coalition for Carers in Scotland and is a member of the Independent Disability and Carers Benefits Expert Advisory Group providing Ministers with advice on policy options for the disability and carers benefits that are being transferred to Scotland.

88% of carers reported feeling more confident to care for a loved one.



Carers of Dundee

The Centre was funded to deliver an awareness raising campaign for National Carers Week 2016. The planning group consisted of staff from local statutory and voluntary agencies and carers of various ages which was a significant factor in the success of the campaign. The marketing campaign ran for 2 months from early April, and was branded with the title Carers of Dundee. A simple website was set up with information for local press, and carers were invited to submit photos as part of the publicity. The group wanted local carers to feel that they had some sense of ownership over the campaign, rather than it being all done for them by professional agencies. Consultation was also undertaken on the day to inform the development of the Carers Charter.

241 short breaks were accessed by carers throughout the year.

Adult Achievement Awards

Adult Achievement Awards is a qualification for anybody over the aged of 16, and allows people to gain accreditation and recognition for the learning and volunteering they have taken part in in their day to day lives. Following our participation in the Phase 1 pilot of the awards, we participated in the Phase 2 pilot in 2017. During Phase 2 we registered as a single centre, along with Community Learning & Development in Dundee City Council. This led to staff from the Centre, Dundee City Council and Angus Council Community Learning & Development Department to deliver joint training to staff involved in supporting the award from all three agencies.

We plan to continue delivering the award and there has been interest from a number of other local voluntary sector agencies in joining our partnership to deliver the award more widely within Dundee. We also anticipate that the wider practitioner network will include practitioners from across the North East of Scotland.

"The service you provide is second to none, always someone to help you and give advice on reaching support groups etc. I now have a life of my own as well as being a carer - Fantastic organisation."

To continue to develop services that are as accessible/available as possible

Communications

It is clear that most people recognise the Centre brand from its presence in the local press and in communities. In order to ensure people identify with the Centre and the services we offer it is essential that the brand remains strong and a consultation took place in early 2017. Over a period of two months we consulted with 272 carers, disabled people, staff, volunteers, members of the public who weren't accessing services from the Centre and professionals from organisations that we work closely with. Feedback received will be used to shape and re-design our communications during 2017-18, looking at our online presence, accessibility of information available and how we 'tell our story'.

81% of carers reported they were coping better in their caring role.

Keep Safe Initiative

In September 2016, the Centre was officially deemed a 'Safe Place' in Dundee. Keep Safe is an initiative developed in partnership with Police Scotland, Advocating Together and I Am Me Scotland to help older, disabled and vulnerable people feel safe within their community.

Our staff and volunteers undertook training to ensure they are informed and confident at dealing with anyone who may be feeling unsafe when in the city centre.



256 adult carers received ongoing support throughout the year.

Future Priorities

Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 introduces new rights for unpaid carers and new duties for local councils and the NHS to provide support to carers. In August 2017, Dundee Carers Centre and Dundee Health & Social Care Partnership launched a consultation, to ensure carers and wider stakeholders have a say in shaping the implementation of the Carers Act in the Dundee area. The pilot project "What's Best for Dundee Carers?" was an opportunity to produce a local response to implementing this national legislation.

An on-going commitment to partnership work will continue to take place during 2017-18, prior to the Act coming into force on 1 April 2018, to ensure this new legislation makes a real difference to carers of all ages. This includes our involvement with the Children & Families Department, Dundee Health & Social Care Partnership and young carers themselves, in developing a Young Carers Statement.



Work in Localities

The team will continue to work with carers, community members, organisations and local workers to identify the assets within the communities of Coldside & Strathmartine. New locality based supports have already begun to be developed in partnership with local agencies including two locality based support groups for young people in partnership with young carers, local schools and youth work staff. We have set up a regular locality information drop-in, in partnership with a local community based organisation and developed a new resource for carers and people with dementia, bringing together a partnership of citywide and local voluntary and community organisations to pool their resources for this new initiative.

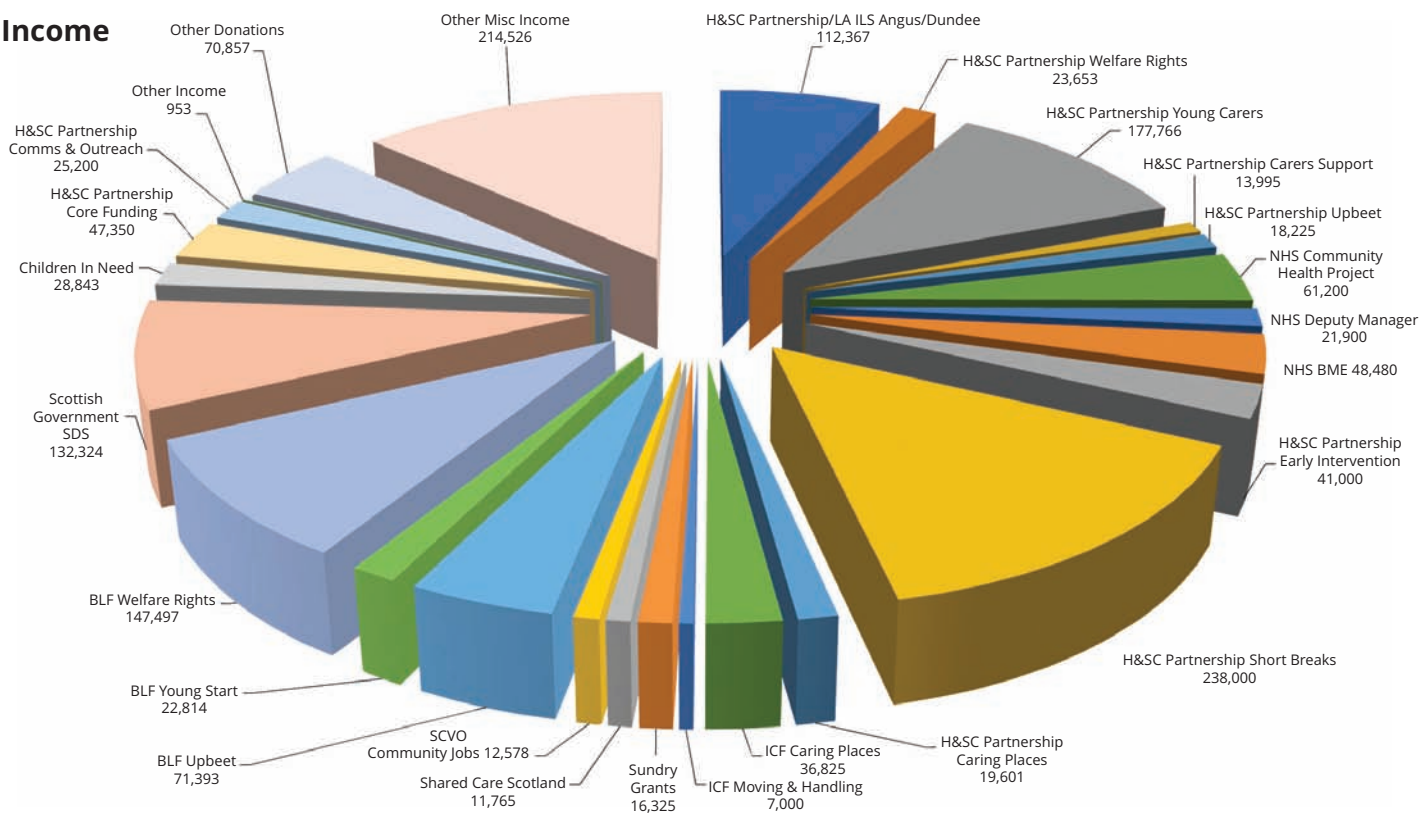
Peer Mentoring

We want to make sure that young carers are able to access other groups and activities in their community and move on from support they receive through the Centre. We identified that some young carers experience additional barriers in moving on for a variety of reasons, and so are developing a peer mentoring project. We have secured funding from the Northwood Trust and are working closely with young people and their families who have volunteered to take part in shaping the project, we have developed publicity, training and resources to take this forward.

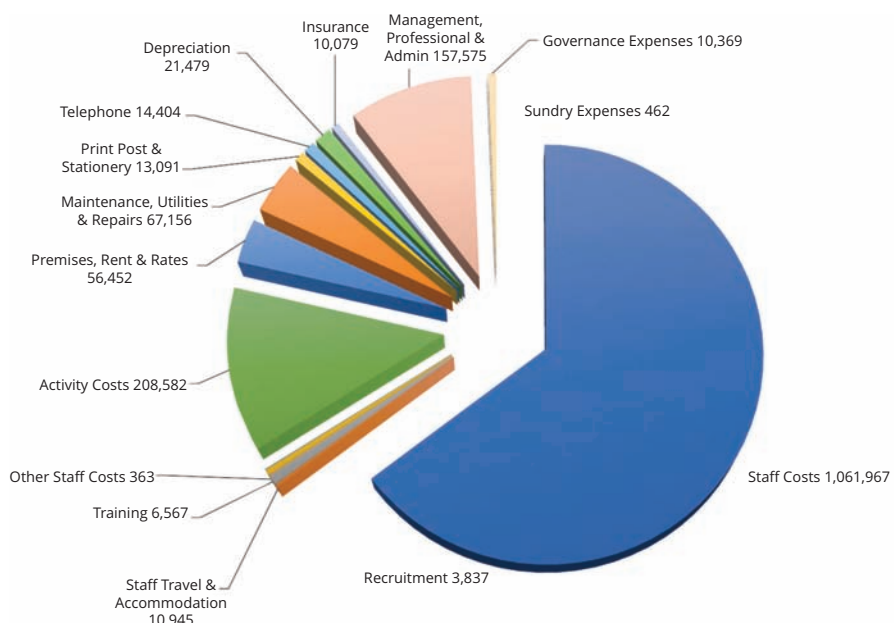
Dundee Carers Centre was established by carers for carers and is a vibrant, innovative and independent organisation with charitable status, working with carers, young carers and disabled people since 1989. Today, the Centre which is based in the Seagate, is governed by a Board of Trustees with services being delivered by a team of over 50 staff and over 40 volunteers.

Financial Information

Income



Expenditure





Dundee Carers Centre

Because We Care

Dundee Carers Centre
Seagate House | 132-134 Seagate
Dundee | DD1 2HB
T: 01382 200422
www.dundecarercentre.org.uk

Follow us on social media:



Registered Scottish Charity No. SC024115
Company Number SC160754

Thank you to our supporters, including:

