



## Partnership Statement

For the delivery of Adult Carer Support Plans

2026

Developed in partnership with:



# INTRODUCTION

This statement is an agreement which builds on the existing trust and partnership working between the named organisations and serves as an update to the original statement agreed in 2021.

It remains a common reference point; useful to guide the collaboration daily, avoid confusion and provide clarity as and when required. The agreement will continue to maintain mutual understanding and expectations between partners (Lanarkshire Carers; North Lanarkshire Social Work and South Lanarkshire Social Work) in relation to the offering and delivery of Adult Carer Support Plans (ACSPs).

The roles, responsibilities and boundaries of all partners have been defined and agreed. The agreement also provides a staff information and awareness raising tool and ensures that carers have access to accurate information and advice and are signposted and referred appropriately.



This partnership statement has been developed in partnership between Lanarkshire Carers, University Health and Social Care North Lanarkshire and South Lanarkshire University Health and Social Care Partnership.

<b>Lanarkshire Carers</b> The commissioned service	<b>University Health and Social Care North Lanarkshire</b> The commissioner	<b>South Lanarkshire University Health and Social Care Partnership</b> The commissioner
<b>Barbara McAuley</b> Chief Executive Officer	<b>Maria Barry</b> Senior Manager, Quality Assurance	<b>Ian Beattie</b> Head of Health and Social Care
Signature: 	Signature: 	Signature: 
Date: 04/02/2026	Date: 04/02/2026	Date: 25/02/2026

## WHAT IS AN ADULT CARER SUPPORT PLAN?

The definition of an 'Adult Carer Support Plan' is defined in the Carers (Scotland) Act 2016, as a plan prepared by a responsible Local Authority setting out an adult carer's identified personal outcomes, identified need (if any), and the support (if any) to be provided by the responsible Local Authority to an adult carer to meet those needs.

An Adult Carer Support Plan is comprised by a series of conversations to consider the impact and intensity of the caring role, identify support needs and agree on the carer's personal outcomes. Young Carer Statements are offered to young carers under 18 years of age and do not form part of this partnership statement.

This replaces the previous terminology and practice relating to "carers assessments" and/or "Carers journey".

## WHAT RIGHTS DO CARERS HAVE?

The Carers' Charter helps carers to understand their rights under the Carers (Scotland) Act 2016. The charter states that all adult carers have a right to an ACSP and that the responsible Local Authority must offer this to anyone they identify as an unpaid carer, or any unpaid carer that requests one.

Decisions about whether a carer's identified needs meet the local threshold for support from the Local Authority depend on the information obtained during these conversations, and each Local Authority's approach to this. The ACSP links to the duty of the responsible Local Authority to provide substantive support to meet identified needs. Identified needs which do not meet the local criteria may then met by carer organisations, community support and other support networks.

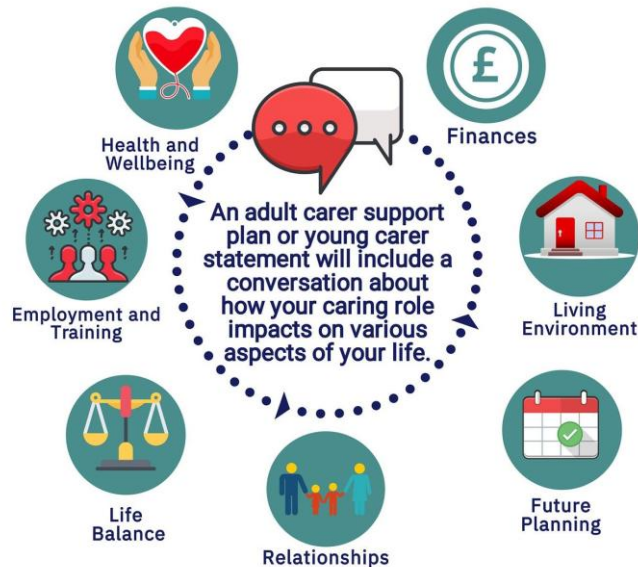
### **All adult carers have a right to be offered or request an Adult Carer Support Plan (ACSP)**

All adult carers are entitled to an ACSP, whether they meet the local criteria for support from the Local Authority or not.

All carers living in Lanarkshire can access information, advice and support from Lanarkshire Carers, if they choose to do so. Engaging with Lanarkshire Carers remains the choice of the carer, and they are not required to be known to the organisation to access support from the Local Authority.

## HOW ARE OUTCOMES AND NEEDS IDENTIFIED?

During the conversations with the carer, the impact of the caring role on well-being indicators are discussed:



The focus is on what areas the carer wants to maintain, change or improve. A record of these conversations is collated into a plan where the desired/agreed outcomes are established. In partnership with the carer, it is agreed which changes can be affected by the carer themselves with their resources and strengths (natural support networks), and which may benefit from information, advice and support from Lanarkshire Carers and community/universal support or Social Work. Lanarkshire Carers offers support services to all carers, based on a tiered Journey Route Model of carer support. The criteria for University Health and Social Care North Lanarkshire and South Lanarkshire University Health and Social Care Partnership provide guidelines to identify the organisation that is best placed to lead on planning this support.

## WHO IS RESPONSIBLE TO OFFER AND PRODUCE ACSPs?

The responsibility to offer and produce ACSPs lies with the Local Authority, however North Lanarkshire Council and South Lanarkshire Council have commissioned Lanarkshire Carers to take the lead on progressing ACSPs in specific circumstances.

Engaging with Lanarkshire Carers remains the choice of the carer, and they are not required to be known to the organisation to enable access support from the Local Authority.

## Social Work responsibilities

Social Work staff will come into direct contact with carers through the services they provide whose pathway has not included Lanarkshire Carers. Interactions between carers and Social Work should include identifying individuals as carers, informing them of their rights and a consideration of their criteria for statutory services before any onward signposting or referral takes place.

**When the carer's needs are known to be, or likely to be, critical and substantial, Social Work will take the lead on progressing Adult Carer Support Plans, not Lanarkshire Carers.**

An outcome from an ACSP progressed by Social Work can include a referral to Lanarkshire Carers to access the support and services they provide.

Social Work staff should speak with carers, and Lanarkshire Carers, to ascertain if they are already receiving support from Lanarkshire Carers before any referral is made. This ensures a collaborative approach and prevents carers from having to tell their story twice.

## Lanarkshire Carers responsibilities

North and South Lanarkshire Local Authorities have commissioned Lanarkshire Carers to help them discharge the duty to offer and progress ACSPs, by providing information, advice, and a range of direct support services for all carers living in Lanarkshire at no cost to carers.

Part of these commissioned services is for Lanarkshire Carers to lead on progressing Adult Carer Support Plans in specific circumstances.

**Where a carer's need is known to be, or likely to be, low to moderate, Lanarkshire Carers will progress the Adult Carer Support Plan.**

Lanarkshire Carers will work in partnership with, and can refer to, Social Work teams when the carer's needs are known to be, or are likely to be, critical and substantial but would not take the lead in this case.

Carer Support Workers work on a Lanarkshire wide basis; however, they are also linked to Social Work localities and NHS acute sites. Part of this arrangement includes being co-located with Social Workers and other Health and Social Care teams, to promote collaboration and joint working at every available opportunity.

## HOW LANARKSHIRE CARERS PROVIDES SUPPORT

Lanarkshire Carers start conversations, provides information, advice and progresses Adult Carer Support Plans (ACSPs) to identify and record need and to access support and services. This process is led by carers at a time of their choosing with their involvement throughout. The support provided is carer focused, aims to improve early intervention and preventative approaches and support carer health and well-being. Lanarkshire Carers Journey Routes are determined based on the needs of the carer, not the person they care for. The organisation could still for example, be contacting, referring or signposting to Social Work for carers on any Journey Route if it is about the cared for person needs.

### LANARKSHIRE CARERS JOURNEY ROUTES



Lanarkshire Carers tiered carer support model - Journey Route 1, 2 and 3 helps to manage capacity and ensure resources are targeted appropriately. This is an internal process approach/language and will normally be mainly used by staff and with partners/funders. However, in some cases practitioners may share this language with the carer when appropriate and have the autonomy to do so or alternatively they will choose only to describe the model of support agreed if this suits the interaction better. The key here is to make sure that carers don't feel as if they are being processed or placed on something that can't be changed. The focus should be on the carers understanding of the support that will be provided.

Lanarkshire Carers practice and service delivery model considers all aspects of a carer's life to understand what is important to them and to agree personal outcomes and a plan to achieve these. Carers are empowered, encouraged and supported to consider what they can do independently and through natural support networks, what support might be available from other community and statutory resources, and how our support and services can assist.



Lanarkshire Carers team are skilled, experienced, and resourced to have rights-based and outcome-focused conversations with carers. The approach prioritises what matters to carers, why it's important, and how to achieve carer personal outcomes. Providing the right level of support at all stages of their caring journey helps build carer resilience and coping strategies, leading to a more positive caring experience.

This empowerment model demonstrated by the organisation, allows the reviewing of ACSPs to be prompted by carers themselves, as carers contact the organisation when their circumstances change. The Journey Routes service model means that although staff are unable to reach out to every carer known to the organisation by leading this communication, this approach places the control back with carers who are empowered and know that they can contact staff when they need support. A review of the ACSP can then be undertaken, the impact of their caring role reconsidered, and fresh outcomes produced.

Lanarkshire Carers has service leaflets, welcome emails, website and other communication channels that are used to help carers understand the organisation's membership, purpose, values, culture and commissioned responsibilities. Data protection and privacy notices will have been covered at the point of initial referral however reminders can be provided, and new consent confirmed if needed at any stage of the Journey Routes.

Carers are referred to Lanarkshire Carers via self-referral or (with consent) by professionals such as community groups, voluntary organisations, Social Work, GP Practices and the private sector. Following conversations with the carer, the journey is agreed upon to shape their current level of support from Lanarkshire Carers. This journey is flexible, and the carer is reassured that they can contact the organisation at any time to update this. Our approach is Lanarkshire wide, and we work collaboratively with carer organisations in other Local Authority areas in relation to providing information and advice to all carers.

## Outline of Lanarkshire Carers Journey Route model

### Journey Route 1 (Low level of need)

**Lanarkshire Carers staff build a relationship with the carer through a conversation to acknowledge the purpose of enquiry/contact, identify needs and what might help. All carers are advised of their rights including access to an Adult Carer Support Plan.**

Carers information, advice and support will include:

- Promoting independence, self-reliance, empowerment, enablement, strengths and self-management
- Identifying what the carer can do for themselves and what role family, friends, neighbours, community and wider/natural support networks can have
- Access to Lanarkshire Carers universal service offer, e.g. information, advice, support, services and signposting to achieve personal outcomes
- Preventive and anticipatory approaches e.g. carer breaks, emergency planning etc.
- Connecting carers with their communities will be a key priority at this level
- Automatic access to CarerSpace with prompts to support the carer to consider the impact of their caring role, their support needs and personal outcomes

Journey Route 1 agreement with the carer means that the immediate need has been addressed, and they are comfortable with self-managing and arranging their support with families, friends, other supportive helpers or on their own instead of with an assigned/allocated Lanarkshire Carers worker. They can access services, use our website, connect with social media, receive e-newsletters and the carer agrees that they will contact the organisation again if/when needed, or if circumstances change.

### Journey Route 2 (Moderate level of need)

**Engagement with staff at Lanarkshire Carers includes everything offered at Journey Route 1 and carer unmet needs are identified as requiring case management with ongoing/further support.**

Carers information, advice and support will include:

- An assigned/allocated carer support worker who will case manage and actively support
- A new, active or reviewed and up to date Adult Carer Support Plan in place
- Targeted and ongoing support is offered with a personalised outcome-based support package
- Integrated, inter-agency case working where required and representation/negotiation support offered
- Carers may wish to use CarerSpace portal to record their ACSP conversations with family, friends, other supportive helpers or on their own instead of/before progressing the conversation with an assigned/allocated key worker
- Proactive and asset-based approaches will be a key priority at this level
- Journey Route 2 is the core business of Lanarkshire Carers, where it has been identified that the organisation is best placed to meet identified support needs, providing the right support at the right time to carers.

Agreement with carers on Journey Route 2 is that Lanarkshire Carers will take the lead on keeping in touch. The best contact method/s are identified and recorded. Carers agree which circumstances would prompt a further review of their support from Lanarkshire Carers.

### Journey Route 3 (Critical/Substantial level of need including Palliative Care)

**Lanarkshire Carers engagement with the carer will include everything offered at Journey Route 1 and 2 and the carer unmet needs are identified as requiring immediate, priority/intensive, case managed support.**

Carers information, advice and support will include:

- An assigned/allocated Carer Support Worker who will case manage priority and intensive support.
- Local arrangements for the delivery of ACSPs apply: if there is already an ACSP in place, then it will be updated to reflect recent contact, detailing the professional judgement and criteria met meaning that Social Work should now lead on this ACSP. If we have not previously started an ACSP then a referral/introduction to Social Work should be made to request that they start an ACSP.
- Lanarkshire Carers will continue to support the carer in line with responsibilities, services and professional collaboration.
- Support offered to help to de-escalate the crisis point identified and prevent/address the risk to carer breakdown
- Liaising with Social Work and sharing information including any existing ACSP with consent
- Carer advised of Self-Directed Support Standards and information provided about the options
- De-escalation and risk management outcomes, intensive support, representation and negotiation will be a key priority at this level

For carers meeting critical and substantial level of support need, a referral to Social Work is made to progress the ACSP as these unmet needs are assessed as potentially meeting the eligible threshold for support from the Local Authority. Lanarkshire Carers support and services do not cease at this point, and partnership work with Social Work is common and preferred, however the responsibility of the ACSP rests with the Local Authority if the carer has critical and substantial needs identified.

The offer of Self Direct Support (SDS) Options will be made to carers by Social Work following this assessment process.

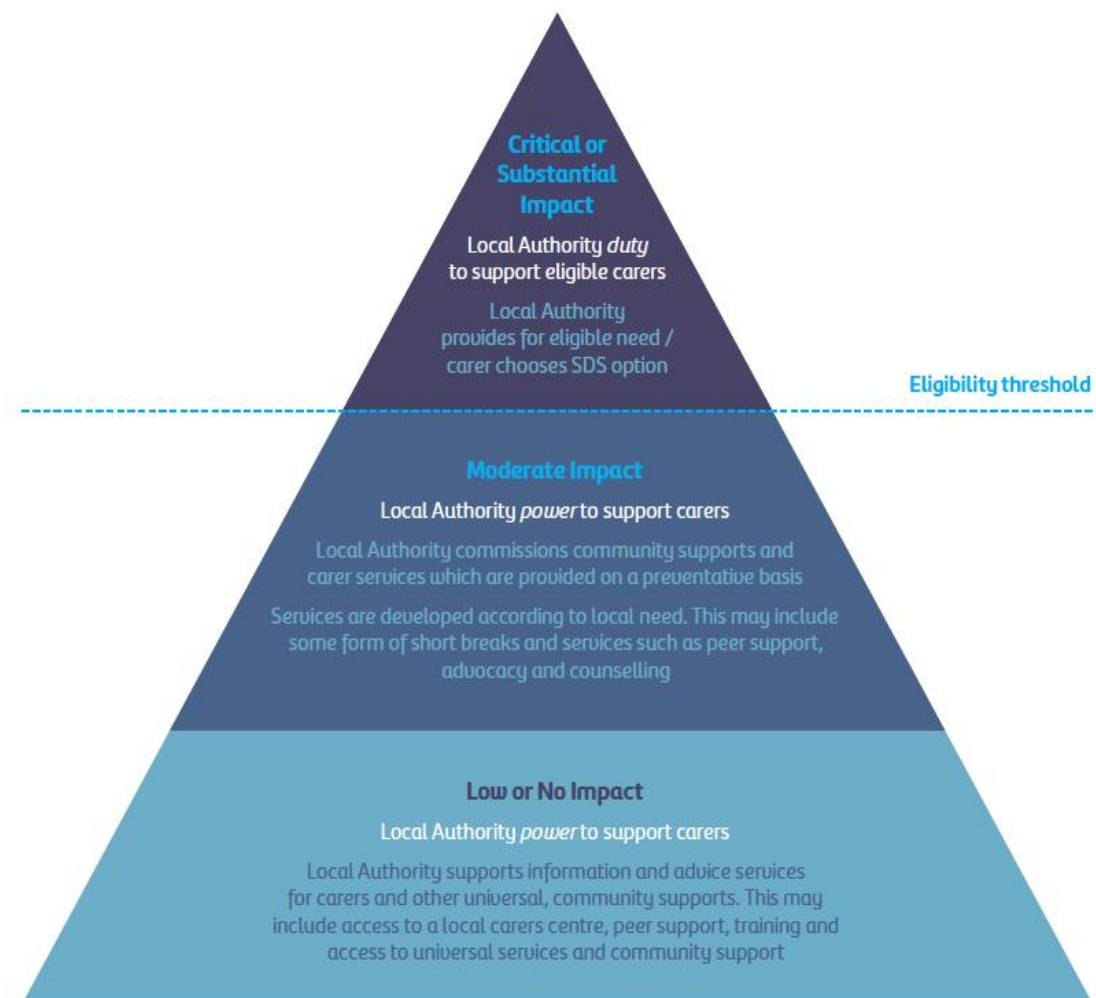
Although there are no strict timescales set for most carers, the Carers (Scotland) Act 2016 notes that all carers who would like an ACSP should benefit from these in an “efficient and timely manner”. The act was amended in 2021 to incorporate timescales for carers of those who are terminally ill. These carers should be offered an ACSP within 2 working days of being identified as a carer or as soon as practically possible after this point. A substantive conversation should take place within 5 working days and an Adult Carer Support Plan progressed within 10 working days of carers requesting or being offered one. Lanarkshire Carers places these carers on Journey Route 3 and agrees more intensive support for the carer during this time.

## CARERS ALREADY KNOWN TO SOCIAL WORK

Carers may already be known to Social Work when needs, outcomes and the right to an ACSP are being discussed. If carers are already in contact with Social Work, and their needs are established or likely to be identified as critical/substantial in one or more areas, the ACSP conversations should be undertaken by Social Work staff directly with Social Work taking the lead.

The carer can simultaneously be referred to Lanarkshire Carers for support and further information, advice and referral for a conversation about their caring role. Partnership work is key, and Lanarkshire Carers will work alongside Social Work to prepare and inform the ACSP, although the responsibility remains with the Local Authority.

### National Carer Organisations Best Practice Framework for Local eligibility Criteria



All unpaid carers can access support from Lanarkshire Carers and can benefit from the range of services provided.

### South Lanarkshire University Health and Social Care Partnership

In addition to this, SLUHSCP has their own published carers eligibility criteria to determine if they are required to provide support to carers to meet their identified need based on the impact that caring has on the carer's well-being indicators mentioned above.

The impact of the caring role is measured across the following, where caring:

- has no impact on the above aspects of the carer's life – no risk
- has low impact – low risk
- has moderate impact – moderate risk
- has substantial impact – substantial risk
- has critical impact – critical risk

#### **No / Low / Moderate risk**

- If the carer's need is presenting no or low risk to them or the cared-for person, consider how these needs can be met through services to the cared-for person or what universal or community services are available to provide support. There might only be a requirement for information and advice.
- If the caring role presents a moderate risk, the carer's identified needs can generally be met through the existing range of support or services provided by Lanarkshire Carers, local community organisations and wider community resources.

#### **Substantial or Critical risk**

- If the caring role is assessed as having a substantial or critical impact on the carer's life, we will meet these needs under our eligibility criteria.
- This is support that cannot be provided through services for the cared-for person or services that are available generally.
- This type of support could be a short break paid for in part or in whole by the Local Authority. Within this level, replacement care may be offered for the cared-for person, allowing the carer to have a break from their caring role.
- In this risk section, the carer should be offered funding through the four funding options of Self-Directed Support (SDS) to enable them to purchase services appropriate to their need. You might also be able to meet some of the carer's needs through services available from Lanarkshire Carers and other organisations.
- In some cases, support may be offered to meet other identified needs that does not meet the eligibility criteria threshold for support from the Local Authority.

## University Health and Social Care North Lanarkshire

In North Lanarkshire eligibility is based on Adult Carer Support Plans and Young Carer Statements and the identified level of need. North Lanarkshire Council have moved to a “what would help” approach.

### Eligible outstanding needs (unmet needs) and SDS assessments/options

The SDS assessment and therefore the agreement/identification of eligible assessed needs or “what might help”, resource allocation and decisions about financial contribution (and any waiver) sits with Social Work. This is within the Social Work role of progressing the ACSP when the need is known to be or likely to be critical and substantial. Lanarkshire Carers currently has no role in these decision-making processes.

## WORKING IN PARTNERSHIP ACROSS ORGANISATIONS

Lanarkshire Carers and Health and Social Care in Lanarkshire already work closely together to secure good outcomes for carers. Lanarkshire Carers is fully committed to working in partnership with Health and Social Care and contributing to carer services and duties under the Carers (Scotland) Act 2016, where we are best placed to do so. Communication across the partnership is key to supporting best practice and effective outcomes and is fully encouraged between staff from all parties.

Each Health and Social Care Partnership has a published Carer Strategy as required under the Carers (Scotland) Act 2016. The Local Authorities Carer Strategies are linked to wider council plans and strategies to which Lanarkshire Carers also input. Lanarkshire Carers are a contributing partner and key stakeholder to both Carer Strategies and the oversight and partnership groups that monitor progress in North and South Lanarkshire. We are an independent organisation with our own governance arrangements, strategic planning document and purpose. Our work directly contributes to both local and national carer strategies and the priorities and actions identified through this work.

Lanarkshire Carers ensure that all carer referrals made to Social Work are followed up, and request updates about the results and outcomes of the support provided by the Local Authority.

Lanarkshire Carers welcome any discussion regarding investment in and further development of carer services. We have a demonstrable social impact, and opportunities to develop our services efficiently and in a way that most effectively meets the needs of carers in Lanarkshire.

As a member-led organisation whose members are actively involved in the governance, design, delivery, development and shaping of our organisation, practice has evolved to centre on strength-based, effective and sustainable support. Carers need to be seen, heard, understood, and supported through practice that promotes carer engagement and participation across all activities and partnerships. Lanarkshire Carers provide a range of development opportunities including experiential learning and continue to build capacity with full members, keep them aware of national and local updates and impacts on their lives and supporting meaningful consultation and encouraging engagement with range of partners. We communicate and champion carers' perspectives and priorities with policy and decision-makers. This has led to a practice approach that builds resilience, encourages, enables, and empowers carers and is aligned with Equal Partners in Care (EPiC).

## University North Lanarkshire Health and Social Care

Partnership working is a key element of our relationship with our colleagues in the voluntary sector. This is an approach that brings together the two Local Authorities and their commissioned direct carer support organisation using the pooled knowledge, resources and experience and Getting it Right for Everyone (GIRFE).

Our partnership with commissioned services enhances the efficiency and quality of services for carers across University Health and Social Care North Lanarkshire (UHSCNL) recognise the vital role that Lanarkshire Carers have in ensuring that carers receive the support they need and the recognition they deserve. This approach helps us to more fully understand the carers perspective and helps raise awareness of the challenges that carers face on a daily basis.

Through Lanarkshire Carers, carers can access a range of support that helps to more evenly balance their caring role with their other interests and responsibilities.

In addition to the development of Adult Carer Support Plans, Lanarkshire Carers offer support to consider short breaks, grant funding, carer training and a wealth of practical and emotional support geared specifically to meet the needs of carers.

Our commitment to transparent communication lays the foundation for a successful partnership. Partnership working ensures clarity of objectives, trust and robust relationships, all of which benefit the carers who we all recognise as equal partners in care.

## South Lanarkshire University Health and Social Care Partnership

The South Lanarkshire University Health and Social Care Partnership (SLUHSCP) has worked in partnership with Lanarkshire Carers since the inception of the Integration Joint Board. South Lanarkshire Council's Social Work Resources has worked in partnership with Lanarkshire Carers since the early 1990s. There is a long legislative history recognising and responding to the needs of carers which has culminated in the Carers (Scotland) Act 2016.

SLUHSCP has specifically commissioned Lanarkshire Carers to assist in our delivery of duties and responsibilities outlined within the Carers (Scotland) Act 2016. Adult Carer Support Plans offer South Lanarkshire carers a focus on what is important to them as carers and providers of care. We want to ensure they can continue in their caring role (if they choose) in good health and well-being, having a life alongside caring.

Working in partnership is an effective way of targeting resources to those most in need of our care and support.

## CARER DATA

### CARER DATA FROM SCOTLAND'S CENSUS 2022

<b>NORTH LANARKSHIRE</b>	<b>45,300</b>
Male Carers	18,668
Female Carers	26,632
<b>SOUTH LANARKSHIRE</b>	<b>42,375</b>
Male Carers	17,428
Female Carers	24,947

### Total of 87,675 carers in Lanarkshire

As of July 2025, this means that approximately 18% of carers are known to Lanarkshire Carers as the membership is currently 16,025 carers.

In 2021, Lanarkshire Carers membership was 10,668 meaning a 55% increase in the numbers of carers who are part of the organisation. This helps everyone understand the reason why it is important to be clear about roles and responsibilities and how Lanarkshire Carers direct the limited resources very carefully.

### Carer Referrals to Lanarkshire Carers: North and South Lanarkshire

