

Social and Health Care Overview and Scrutiny Committee

Date of Meeting	20 January 2022
Report Subject	Flintshire Young Carers Support Service
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Social Services and Well-being (Wales) Act 2014 has brought positive and substantial changes to the rights and entitlements of young, and young adult, carers.

Covid-19 has impacted significantly on young carers, who are reporting a growing number of challenges as a result, including: increases in their caring role and responsibilities, isolation and balancing learning/ education. The pandemic has also seen an increase in young carers seeking formal means of identification to enable them to access essential foods and medicines more easily.

The new Young Carers Support Service launched on the 1st July 2020 and is being delivered by NEWCIS Young Carers. The service aims to provide a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations. The service is a one stop shop for a range of universal information, advice, signposting, access to assessments, one to one support (which will be person- centred, outcome focused, proportionate) and well-being support.

NEWCIS Young Carers continues to perform above the expectations of the service contract and delivery outcomes. This report gives an overview of the positive outcomes being achieved for young carers in Flintshire.

The Deputy Minister for Health and Social Services, Julie Morgan, has made a commitment to roll out a national young carer's identification card model across Wales. On March 16th 2021 Flintshire successfully launched the Young Carers ID and is continue to work sub-regionally with partners and young carers to deliver this vision.

RECOMMENDATIONS

1	To provide an update to Members on the progress of the Flintshire Young Carers Support Service and development of the new Young Carers ID Card.
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REPORT DETAILS

1.00	EXPLAINING THE FLINTSHIRE YOUNG CARERS SUPPORT SERVICE
1.01	A young carer is someone under 18, or a young adult carer under the age of 25, who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.
1.02	<p>A young carer may be required to help their family, or friend, with practical, emotional support or personal care, such as:</p> <ul style="list-style-type: none">○ Practical tasks, like cooking, housework and shopping.○ Physical care, such as helping someone out of bed.○ Emotional support, including talking to someone who is distressed.○ Personal care, such as helping someone dress or wash.○ Managing the family budget and collecting prescriptions.○ Helping to give medicine.○ Helping someone communicate.○ Looking after brothers and sisters. <p>A Young Carer may also have an emotional role and may for example feel anxious and worried when leaving the Cared For to go to school.</p>
1.03	There are approximately 30,000 carers under the age of 25 in Wales and one in eight of those were aged under eight. According to the 2011 census, Wales had the highest proportion of carers under 18 in the UK (Social Care Wales, 2017). However, this is widely believed to be the tip of the iceberg, with some estimates suggesting that as many as one in five school children are young carers (University of Nottingham 2018), with this number increasing during the Covid-19 pandemic.
1.04	<p>The Social Services and Well-being (Wales) Act 2014 has brought positive and substantial changes to the rights and entitlements of young and young adult carers. This includes:</p> <ul style="list-style-type: none">○ Identifying young carers that provide or intend to provide care for an adult or disabled child.○ A duty to assess a young carer where there appears to be a need for support, regardless of the level of needs or resources. The assessment will focus on '<i>what matters</i>' to the young carer and the carers needs in their own right○ A young carer is entitled to a joint assessment with the cared for if it is considered beneficial and there is consent from both○ A duty to meet the needs of the young carer following an assessment, depending on eligibility○ The carer's assessment should be reviewed annually or when there is a significant change in circumstances,○ Provide advocacy support for young carers, where appropriate and at the earliest opportunity

1.05	Flintshire Social Services delivers a range of support services for unpaid carers, both in-house and commissioned through external third sector providers.
1.06	Following a full procurement process, NEWCIS have been running the Young Carers contract since July 2020.
1.07	<p><u>Young Carers Support Service</u></p> <p>The aims and objectives of the Young Carers Support Service is to provide a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations to access information and make a referral. The service is a one stop shop for a range of universal information, advice, signposting, access to assessments, one to one support (which will be person-centred, outcome focused, proportionate) and well-being support.</p>
1.10	<p>The service includes the following aspects:</p> <p>Tier 1 – Identification and information:</p> <ul style="list-style-type: none"> ○ Information, advice and signposting ○ Awareness raising of young carers across a range of partners ○ Delivery of the national young carers ID card <p>Tier 2 – Assessment and low level assistance:</p> <ul style="list-style-type: none"> ○ Carers needs assessments (including reviews) ○ Regular social opportunities and time off from their caring role ○ Upskilling and building resilience in young carers <p>Tier 3 – Direct support:</p> <ul style="list-style-type: none"> ○ Short term one to one support
1.11	<p><u>NEWCIS Young Carers</u></p> <p>NEWCIS Young Carers (NYC) commenced delivering the Young Carers Support Service on the 1st July 2020. NEWCIS had been delivering adult carers services in Flintshire for many years and has built a successful partnership with Social Services and an excellent reputation amongst adult unpaid carers in Flintshire. NEWCIS are now able to offer a seamless and ageless service for all unpaid carers in Flintshire.</p>
1.12	<p>NEWCIS has now been delivering the Young Carers service for 18 months and continues to perform above the expectations of the service contract and delivery outcomes. Areas for celebration include:</p> <ul style="list-style-type: none"> • 223 young carers identified since the start of the service, in addition to the existing 91 young adult carers that NEWCIS had already registered with them. • 145 new referrals have been received between January 2021 – January 2022. • 140 assessments completed, with further scheduled • 24 young carers have a support plan in place • 122 young carers engaged in groups/ peer support, with over 892 attendances in total • A hybrid approach to groups and events has been set up. This has been adopted to allow Young Carers a choice of what they feel most comfortable using. • A range of activities and groups arranged and provided, such as storytelling, street dancing, film night and Forest School • Established a ‘resilience programme’ of support for young carers, with 30 young carers signed up to start the programme in 2022.

	<ul style="list-style-type: none"> • Referrals received from a range of sources, demonstrating successful transition. A regular coffee morning for professionals to meet the team and find out more about the service has also been established. • Closer working relationships established with the Early Help Hub in Children’s Services to facilitate a multi-disciplinary approach to supporting families, particularly those more complex cases. • Awareness raising across health, social care, education and with the public has taken place, with a regular awareness campaign planned • 1,003 social media followers with engagement increasing constantly. NEWCIS use their social media accounts to update Young Carers on what is available for them. • Young Carers have also benefitted from activities delivered through other grants, such as the Summer of Fun and Winter of Wellbeing activities hosted by Theatr Clwyd in partnership with Children’s Services. • Good working relationships have been built with Credu and Action for Children. A Young Carers Festival is being organised for North Wales. • Young Carers took part in the ‘What Just Happened’ Project where they fed back their experiences of lockdown and this will be created into a film. • A ‘question and answer’ session held with Wrexham Football Club Team Players. • 50 Christmas crafts and gifts sent to Young Carers. • A Wellbeing Activity Booklet has been designed and printed. The booklet is based around an 8 session programme and includes activities on resilience, confidence, healthy lifestyles and more. So far 50 Young Carers have received the booklet. <p>Other outcomes:</p> <ul style="list-style-type: none"> • Launch Young Carers ID Card App • Continue to build good working relationships with Children’s Services and Action for Children • Grow social media and continue to raise awareness and engagement with new and existing Young Carers. • Set up a Fundraising Committee for Young Carers. <p>Young carers are more informed - 339 Young carers are empowered to express their views and feelings - 388 Young carers can easily identify what’s important to them and develop ways to achieve their own objectives - 272 Young carers are linked with recreational and leisure opportunities – 366</p>
1.13	<p>Impact of Covid-19</p> <p>Covid-19 has impacted significantly on young carers, who are reporting a growing number of challenges as a result, including: increases in their caring role and responsibilities, isolation and balancing learning/ education.</p> <p>The pandemic has also seen an increase in young carers seeking formal means of identification to enable them to access essential foods and medicines more easily.</p>

NEWCIS' support to young carers has been responsive and person centred to ensure that young carers are supported during this extremely challenging time. This has included food and busy boxes, online support, virtual groups and activities as well as help with access to phones, tablets and the internet so that young carers can stay connected.

Young Carers have also reported an increase in anxiety following the pandemic, especially when leaving the Cared For or going out as they are worried about bringing the virus home.

Another challenge of Covid has been meeting families face to face. In August NEWCIS celebrated the services' first birthday and were able to celebrate with a family event, which gave families more opportunity to meet and get to know the team. The event was welcomed after so long apart.

1.14

Case studies

E
 E is a Young Carer for her mum who has chronic asthma and Chronic Obstructive Pulmonary Disease (COPD). The family have experienced a great deal of trauma within the past 12 months, with the passing of a family member who E was very close with, E's mental health deteriorated which resulted in a considerable overdose and hospitalisation. This traumatic experience led to E being unable to return to the family home due to the trauma she experienced there, resulting in the breakdown of mum's relationship with her partner and E and her mum becoming unexpectedly homeless.

At the point of referral, E and her mum had been housed in temporary accommodation which according to the family was exasperating mum's health and making E's caring role much more difficult. E's caring role is substantial, practically she does the shopping, cleaning, most of the cooking and personal care for her mum. Emotionally she has been described as mum's "rock" and is really the main person who is there for mum. Thankfully E reports that her mental health is considerably better since starting a new school and receiving support from CAMHS, she is much more positive about this and looking for ways to keep her mental health on an incline.

During the Young Carers Needs Assessment it was identified that E can be late for school on occasions due to requiring to do additional personal care for mum some mornings (stripping the bed and helping mum to get clean if she has had a particularly difficult night), and this is a source of anxiety for E as she feels like school don't understand. We were able to liaise with school and explain E's caring role, with her consent, so that school now have a better understanding. We were also able to issue E with a Young Carers ID Card to make this process easier for her.

E also shared how she is currently sharing very limited and cramped space with her mum; she doesn't have her own sanctuary to escape to when she needs some respite from her caring role. When the family are rehoused in their new accommodation (it has been postponed for some time due to Covid and limited building supplies) E will have her own room. We were able to secure a Young Carers grant to purchase an Amazon voucher for E to be able to make her new space restful, relaxing and

	<p>useful for her and her caring role. E has been creating a mood board on Pinterest with me and making plans for her new space when the time comes.</p> <p>NEWCIS have also been successful in managing to secure some funding towards floor coverings/carpets for the new home via Margarets Fund, as the family are in a hard financial position and flooring would be essential due to mum's health conditions. Another action we have been working on is getting E a gym membership, as she identified this as something she would like to do to support her mental health and physical health too.</p> <p>E has really come out of her shell whilst NEWCIS have been working together and she is hopeful to start attending the Young Carers groups and events soon too.</p> <p>With regards to the support so far E has said "Thank you soo much, I can't wait to do my room and have my own space. I'm sick of blank white walls everywhere they're so sad."</p> <p>AL</p> <p>AL has enjoyed attending the 8 week programme and has made new friends. As well as joining the 8 week programme with NEWCIS, A was able to attend a Theatr Clwyd Summer School where she met up with other Young Carers.</p> <p>"Honestly, you've made such an impression on her. We've noticed such a big difference with her, you've really brought her out of her shell"</p> <p>She looks forwards to groups and is gutted when it clashes with something else and she can't come or misses half (she misses half with ballet at the moment). She said that AL has really struggled with the concept of making friends and bullying and so on because she takes things so literally – she just really struggles with social interaction. But since being with Young Carers she has made friends, even exchanged numbers with one of the Young Carers she has met through the Theatre Clwyd sessions we helped her sign up to and they keep in touch all of the time.</p>
1.15	<p>Alongside the success, there have also been challenges</p> <p>High demand for the service NEWCIS are contracted to work with 75 young carers. As of 15th December 2021, the service had supported 215. NEWCIS are working to provide support where they can, but continued support at these levels are difficult to sustain and a waiting list of 4-6 weeks is in place. NEWCIS has gained additional monies up until March 2022 which has enabled an additional member of staff to be employed which has helped us to deliver the group work and activities which had increased on the run up to Christmas as we moved out of the pandemic temporarily.</p> <p>Needs of young people Although young people access the service, because of their role as young carers, it must be noted that many of the young people have needs themselves. This can include behavioural needs which are difficult to manage at group.</p>

	NEWCIS have worked with colleagues in Children's Services and Flintshire Integrated Youth Provision to provide additional support to groups going forward and discussions have been held with AFC about supporting young carers with additional needs together.
1.16	<p>Young Carers ID card update</p> <p>In March 2021 the Young Carers ID Card was launched in Flintshire. A partnership approach was applied where Flintshire, Wrexham, Conwy, Denbighshire and Anglesey and Gwynedd launched the same ID card. A suite of options has been available for Young Carers with the choice of either an ID Card or Wristband. The ID Card App will also shortly be made available for Young Carers.</p>
1.17	There are 66 Young Carers registered with ID Cards in Flintshire and this number continues to grow. Young Carers are offered an ID Card during assessments and the application form can be completed online. This has been created to make it easier and quicker for families to complete.
1.18	<p>There are regular Regional ID Card Meetings to discuss progress, updates and new ideas. A Young Carer from Flintshire will be attending these sessions going forward to feedback and give their ideas.</p> <p>A focus group has been set up for Young Carers to input on the marketing of the ID Card.</p> <p>As part of the Regional ID Card Meetings, the service is looking to establish a Young Carers Friendly training session, similar to Dementia Friends, to be delivered to professionals and businesses across North Wales. This will be delivered by NEWCIS, WCD and Action for Children.</p>

RESOURCE IMPLICATIONS	
2.01	The Flintshire Young Carers Service has been jointly commissioned and funded by Social Services, Youth Services and BCUHB for a set period of 3 years, ending 31 st March 2023, with the added option to extend for a further 2 years. The contract value agreed by all partners for the duration of the contract period is a max of £71,000 per annum.
2.02	There are 3 members of staff leading the service and supporting young carers in Flintshire, they include: x2 Well-being Officers (1.5 FTE) and x1 Young Carers and Marketing Manager. As part of the regulations for TUPE, following the procurement process, one of the members of staff was transferred from the outgoing provider; which provided a level of continuity for young carers, a smoother transition and established the new service more quickly.
2.03	In order to sustain service delivery at the current level, there is a need to secure further funding to support this cohort of young people, who have gone above and beyond during the pandemic to support their family members.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The contract and service delivery is subject to contract management, which is being led by Commissioners in Social Services; this includes regular and open dialogue with the provider, partnership working on service delivery, quarterly monitoring returns and annual monitoring reviews to ensure quality of service and that positive outcomes are being achieved for young carers.
3.02	<p>There is a potential risk to the service, which follows the success of the awareness raising and identification of young carers to date by NEWCIS. Since the launch of the service either by way of word of mouth or social media; NEWCIS is receiving a significant level of referrals and the impact of this is positive, as more young carers within our communities are being reached and offered statutory entitlements as well as preventative support.</p> <p>However, this also comes with its own challenges in terms of managing this demand and the quality of the service offered if demand outweighs resource. This risk is being monitored by all partners and a collective response will be agreed if and when needed.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<p>Young carers continue to play a pivotal role on the development of the service and ID card. A group is designing posters and feeding in to the development of the card, branding and publicity. A young carers is also to become a member of the regional young carers ID Card group.</p> <p>Young Carers and their families are continually asked to give feedback about the service and any suggestions they have.</p>

5.00	APPENDICES
5.01	Young Carers Feedback case studies

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	https://www.newcis.org.uk/young-carers/
6.02	https://carers.org/about-caring/about-young-carers

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Craig Macleod, Senior Manager: Children's Telephone: 01352 701313 E-mail: craig.macleod@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Carers Trust Wales is a charity working for, with and about carers in Wales. Its work aims to improve the support, services and recognition for anyone living with the challenges of caring and it does this with partners such as the Welsh Government, third sector organisations and local authorities.</p>
8.02	<p>NEWCIS is the largest provider of carer services in Wales – delivering information, one to one support, training and counselling to carers who provide unpaid support to family or friends living in North East Wales. NEWCIS' headquarters and carers centre is based in Mold, Flintshire.</p>
8.03	<p>Transfer of Undertakings Protection of Employment Regulations (TUPE) – Employees transfer automatically to the new organisation with their terms and conditions of employment and continuity of service preserved.</p>
8.04	<p>A young carer is someone under 18, or a young adult carer to the age of 25, who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.</p>

