

A Letter from Surrey Young Carers

Dear everyone,

Welcome to the strategy for young carers. This is all about what you as professionals and policy makers need to do to help support us and our families.

Young carers from all over Surrey were asked what could be done to make their lives better. We used bunting to get our views across.

We asked professionals to make a pledge to do one thing that would improve our lives. They then became a Surrey Young Carers Guardian Angel - looking out for us as they do their jobs.

There are over 14,000 young carers in Surrey. They all care for someone and have no choice as to whether they want to or not.

Caring and coping is always difficult for us and affects us either physically, emotionally, socially or educationally; in some cases, all of these.

Please take the time to read this strategy. It's not just another piece of paper, this is our lives and we have taken time out from our caring responsibilities to contribute to it.

Little changes that YOU make, can make a huge difference to us and our families. Like the Beyonce song 'halo' we ask you to not to let your pledges fade away.

PS check out the conference on YouTube - <http://youtu.be/YO24P9rvJzs>

FRIENDS, FAMILY + PLACE...
Keeping

It helps to meet other young people in similar situations

What you like about your role
What you do
What you do
What you do
What you do

person
agreements
the number

reviews
at a time when you are busy on a course

My Support
My Day

Peer Support

Make Help

Stress!

being Open about what's going on in my life

INFOLE YOUNG CARERS in Learning Support

Helping me to Access Support

NEED MEET TO GO TO MEET WITH CLUBS - NEW YEAR

My Money

What to do thing

Free TRAVEL for young carers

The term "Young Carer" applies to: anyone under the age of 18 Years who helps to look after someone with a physical or long term illness. This may be a physical disability, frailty due to old age, a learning disability like autism, a mental problem like depression or a drug or alcohol problem.

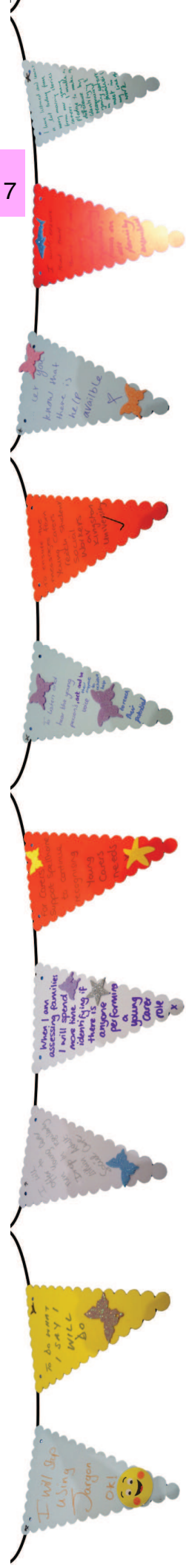
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About this Strategy

Our Surrey Young Carers Strategy for 2015 to 2018 is based on:

- What Young Carers have said
- Pledges from professionals to improve support for young carers
- Changes to the law that give important new rights to young carers
- A need to ensure young carers are not left unsupported when they reach 18

It is a three year plan supported by a lot of organisations in Surrey to help them work together to improve support for young carers. So many organisations touch on the lives of young carers and their families - so working together to improve support for young carers is crucial.

Numbers of Young Carers

Research by Nottingham University "Kids who Care" 2010 undertaken for the BBC suggests that there are about 700,000 young carers in Britain. This equates to about 14,000 in Surrey.

More information about the numbers of young carers and research about their needs can be read in a document called the Joint Strategic Needs Assessment. This also includes lots of facts and figures as well as information about young adult carers (aged 18 to 24).

See link:

<http://www.surrey.gov.uk/ViewPage1.aspx?C=resource&ResourceID=659&cookieCheck=true&JScript=1>





Young Carers Supported

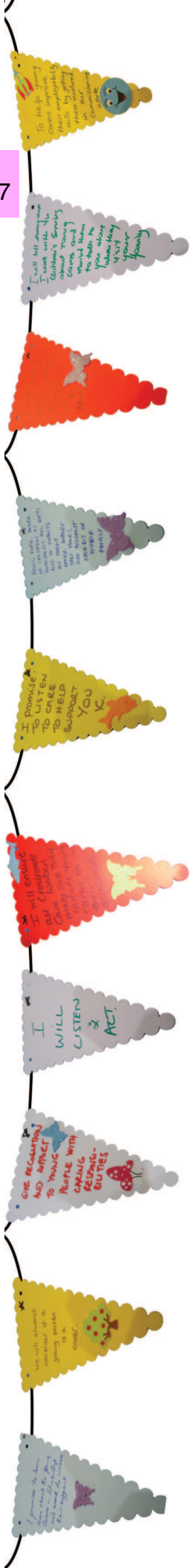
Our young carers service "Surrey Young Carers" now supports 1650 young carers a year; a service that is very highly valued by professionals in social care, health and education teams. Surrey Young Carers provide a wide range of support including:

- Young Carers Groups
- Fun days and residential activities
- Issue based workshops
- One to one support and advocacy
- Work to identify and support young carers in schools
- Helping arrange young carer support payments
- A Young Carers Forum to represent the views and opinions of young carers

The level of support provided is to double the numbers helped 5 years ago but still represents only 12% of all young carers; so there is much more to be done.

Some support is also provided through "statutory services". Both Adult Social Care and Childrens Services provide support to some young carers and their families but again there is more to do: particularly as there will soon be new legal requirements.





New Rights for Young Carers

The Government have significantly strengthened the rights of young carers. An amendment to Section 17 of the Children Act gives young carers new rights to assessments from 1 April 2015. This law applies equally to adult and childrens services and young carers will either need to have:

- a young carers assessment of their own
- or the assessment of the person they look after ensures sufficient support is provided to avoid young carers having to undertake inappropriate care.

The assessor will also be required to establish whether the young carer is a "child in need" (as defined by the Children Act). Councils also have new responsibilities to identify young carers in the community and to take steps to reduce their need for support by providing early help and preventative services.

A Whole Family Approach and the Care Act

The Regulations and Guidance to the Care Act 2014 will require councils to consider what support disabled parents and adult carers need to help them in their parenting role. There is a key responsibility to ensure that adults are supported so that inappropriate caring responsibilities do not fall to children or young people.

Surrey County Council and Surrey Young Carers have developed new young carer assessment forms that are more child/young person friendly. There will be a pictorially based version for young carers under twelve and more text based version for older young carers.

The Care Act creates new responsibilities to support young carers in their transition to adulthood. It also means there is a need to improve support for young adult carers (aged 18 to 24) so that young carers are not left unsupported when they reach 18.





Young Carers and the Children Act

The change to Section 17 of the Children Act means that the outcomes of young carers assessments must be taken into account as part of statutory assessments; again ensuring that young carers are not left with inappropriate caring responsibilities.

The “Early Help” system for providing preventive support to children and families will be adjusted to ensure better recognition and support for young carers.

Our Surrey protocol between Adult and Childrens Services about support for young carers will be updated to make sure that practitioners are clear about who does what so that there are no gaps in response.

Young Carers in Schools

There is already a lot of work going on with Surrey Schools including the work of Surrey Young Carers Education Advisers but we need to redouble our efforts to get the help of all Surrey Schools and colleges in identifying and supporting young carers. A major new programme of awareness raising in schools is being organised to help make this happen.

Raising awareness across the whole system

Many professionals come into contact with young carers and their families so a wide range of organisations work together through a Multi Agency Young Carers Strategy Group. This includes people from the NHS (Clinical Commissioning Groups, NHS Trusts and other health provider services), the County Council (Childrens and Adult Social Care and Service for Young People), Voluntary, Faith & Community Sector and representatives of the Young Carers Forum.

Our E-learning Course “Young Carer Aware” is now widely used by partner agencies to help support their staff in understanding young carers needs. A new more detailed follow on course for professionals is also being developed.





A New Strategy: Much more to do

A lot has been achieved through the last plan but there is much more to do. We held a conference in May 2014 to look at what need to be done over the next 3 years based on the commitments in "Making It Real for Young Carers". Many of the conversations at the event were led by young carers themselves. We have an action plan (our "To do lists") based on priorities identified by young carers and pledges made by professionals to help improve support.

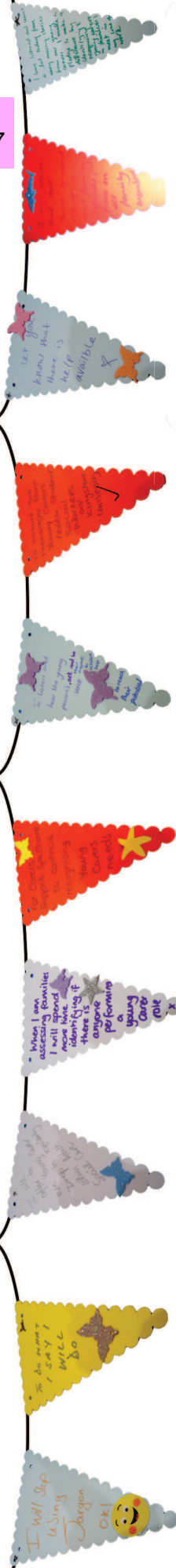
A short film about what was said on the day can be seen here

<http://youtu.be/Y024P9rvJzs>

Progress with these actions will be monitored by our multi agency Surrey Young Carers Strategy Group and regular feedback will be given to young carers.

It is also hoped that each organisation that signs up to support this Strategy will develop it's own set of complementary priorities/ actions so that young carers needs are recognised and supported across the whole system.





Examples of Pledges from Professionals

To help make the NHS listen better. Epsom general and GP's

I will ensure that our staff become young carer aware and do the e-learning package

Raise awareness of young carers and help them be their own young person

I pledge to think about support to siblings when commissioning services for children and young people with disabilities

I promise to treat young carers as individuals

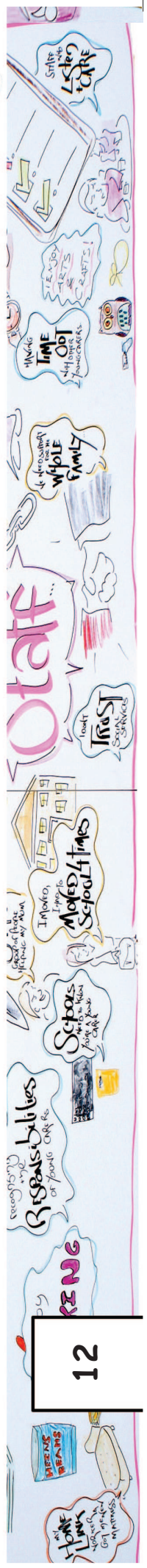
I promise to listen to you

To ensure joined up support and commissioning throughout health and social care

I will always focus on the views of young carers and not make assumptions over what the want or need

To make sure Surrey Down CCG is doing it's bit

I promise to raise awareness of young carers needs amongst GP's and hospital staff





I will ensure that staff think of adult referral. Focus on all family members

I promise to learn more about young carers in Elmbridge and work to increase their support

I will offer to run young carer drop in regularly within adult social care

I pledge to FIGHT for funding for young carers services across Surrey

I pledge to ensure that the emotional and mental health needs of young carers and priorities

I will take the time to explain things to them so they understand

To ensure I identify young carers within the household and invite to meeting as appropriate

I will make sure I always remember young carers in all training I deliver

I promise to raise awareness of young carers in the teams I manage and ensure young carers needs are not missed in mental health

I pledge to take your story and requests to the GP's and pharmacists in Surrey Health



Information and Advice - To do list

What we are we going to do to make things better for young carers?

1. Provide information that young carers want/need - ask them - don't assume what they want
2. Young carer friendly materials in accessible and age appropriate formats - offered by everyone who comes into contact with young carers (supported by awareness raising for professionals)
3. Age appropriate accessible information about new rights including young carers assessments
4. Not just leaflets - somebody to talk to help young carers access the right service
5. Right information at the right time, right away
6. Target at key areas (including schools, GP surgeries, Youth centres local information points)
7. Promote Young Carers issues during carers week (including the Young Carers awareness day)
8. Work with Pharmacists to ensure young carers have medicines explained to them
9. Information for young carers on school and college websites and Surrey Information Point
10. Include information about young carers on the Surge website created by Surrey young people, for Surrey young people: www.wearesurge.co.uk
11. Work to embed the provision of timely information, advice and guidance at pivotal stages of transition in school: e.g. year 11-12 and (pre) post 16 (Education, training and employment options)
12. Use local radio and papers to raise awareness of young carers needs
13. Social media - better use for supporting young carers





Flexible integrated care and support – To do list

What we are we going to do to make things better for young carers?

1. Use new child/ young person friendly young carers assessment forms (young carers have helped design these)
2. Ask Health and Well Being Board to promote a whole system message about support for young carers
3. Early Help (CAF) system needs to fully address young carers needs with professionals appropriately trained/ briefed
4. Address young carers emotional well being (sometimes a gap in service provision for young carers)
5. "Transition" – help for 18 to 25 year olds – help in considering the future needs to start earlier
6. Clear "pathways" so people know who is responsible for what
7. Develop internal support in schools and colleges, including education support plans for young carers
8. Help for young carers to consider future options; about education, work and independent living – with support to acquire transferable skills to help young carers with this
9. Help with preparing CVs
10. Employer days to help young carers understand future options
11. Lead professionals to coordinate and talk to young carers
12. Promote Surrey Young Carers Guardian Angel Scheme
13. Extended opening times for services can be helpful: make sure young carers know where these are in place
14. Increase awareness raising for schools encouraging them to link with other organisations
15. A named person essential (not just held on duty)
16. Be clear about need to support sibling young carers (now to be a legal duty)
17. Joint work between Surrey Young Carers and Surrey Domestic Abuse Service; promoting health relationships.



Workforce - To do list

What we are we going to do to make things better for young carers?

1. Make opportunities for professionals and policy makers to hear direct from young carers
2. Avoid use of jargon - clear English - jargon busting group?
3. Inter agency working about who does what (clear protocols)
4. Joint working in Transition (when young carers are moving towards adulthood)
5. Make sure professionals understand young carers new rights and are aware of how to identify and support them
6. Multi agency training to make sure professionals understand young carers needs and listening to what they say
7. Improve training for staff in schools including during "inset days"
8. Information to explain who is who so young carers can understand who is dealing and why (could include use of photos of who is involved - youth justice have used a similar approach)
9. Learning from experience - sharing good practice and learning from case work
10. A wide range of staff need to identify young carers - make sure this is reflected in job profiles
11. Establish a lead for young carers and their families in schools
12. Promote good practice tools in schools, such as young carers standard(Action for Carers/SYC recommendations)



Risk Enablement - To do list

What we are going to do to make things better for young carers?

1. Highlight need for support to prevent "inappropriate care" (a legal requirement from April 2015)
2. Make sure young carers get advice on keeping safe (and knowing what is "normal")
3. Robust contingency plans
4. Well informed GPs and other local health staff
5. Schools being well informed and supportive
6. Don't use confidentiality as a barrier - lack of information harms young carers
7. Skills training for young people in keeping safe
8. Support to avoid young carers being pressured into providing inappropriate care (more than is age appropriate)
9. Raising awareness with professionals about safeguarding issues for young carers
10. Support around mental /emotional wellbeing
11. Recognise need to support Young Carers in school bullying policies





6. Personal Budgets and Self-funding - my money

"I got a grand last summer for one year" "I got a new laptop. I could use the laptop for course work"

- We should have free travel and help with costs of activities. The cost of transport and high cost of some activities is a big problem.
- Make sure any money ear marked to support me is not just absorbed into the family budget.
- There can be worry and extra work for me and my family managing money and support arrangements. We need good information and good support.
- Help us understand how to manage money and budget.



