

TITLE OF REPORT: Young Carers Service

REPORT OF: Strategic Director, Children, People and Families

SUMMARY

The Young Carers Service is one element of a three-part Carers contract, which commenced on 1st May 2019 and expires on 30th April 2024. The contract is jointly funded by Gateshead Council and Newcastle Gateshead Clinical Commissioning Group.

The existing provider, Carers Trust Tyne and Wear, were awarded the contract to support Young Carers, aged under 18 years of age, along with the Carers Relief Service; Gateshead Carers Association were awarded the contract to deliver services to Adult Carers aged over 18.

Data for the first 2 quarters of the Young Carers contract can be summarised as follows:

- A total of 50 referrals were received from various sources;
- There were 31 female Young Carers referred and 19 males;
- Referrals broken down by age:
 - 5 years to 7 years – 8 referrals;
 - 8 years to 13 years – 27 referrals;
 - 14 years to 17 years – 15 referrals.
- At the end of quarter 2 there were a total of 400 Young Carers receiving support:
 - 351 Young Carers were receiving active (frequent, activity based) support;
 - 30 Young Carers were receiving short term (quick intervention, advice) support;
 - 19 Young Carers were receiving non active (no intervention, registered) support.

Purpose of Report

To update Overview and Scrutiny Committee (Families) on progress of the Young Carers Service, commissioned by Care Wellbeing and Learning.

Background

The new contract has been operational since May 2019. Carers Trust Tyne and Wear are required within the terms of the contract to provide quarterly data on the Young Carers Service covering the following key areas:

- Measuring Referrals;
- Assessments and Support Plans, including outcomes achieved;
- Measuring the Care & Support Provided;
- Measuring Performance;
- Measuring Outcomes;
- Employees.

In terms of the initial 50 referrals, data for the first 2 quarters of the new contract shows that almost 50% (24) were received from two main sources:

- Education (12) and Self-Referral/Family (12).

A further 10 referrals were received from:

- Council's FIT/Early Help Team (10).

The remaining 16 referrals arrived from 7 different sources:

- Other (5);
- Voluntary Organisation (4);
- Children's Services Safeguarding & Planning (3);
- Adult Social Care Direct (1);
- Children's Services Disabled Children's Team (1);
- CYPS (1);
- Health including GP's & Hospitals (1).

At the point of referral, the provider also records the Health and Care needs of the family member that the Young Carer is supporting. Of the 50 initial referrals the breakdown is as follows:

- Long Term Condition – 15;
- Mental Health (including Dementia) – 11;
- Autism – 9;
- Physical Disability or Illness – 8;
- Behaviour Problems – 4;
- Learning Disability – 2;
- Substance Misuse – 1.

At the end of quarter 2 100% of Young Carers Assessments of Need were completed within the contractual timescale of 28 working days from the date of referral. Also, a total of 94% of Young Carers received a re-assessment or review within the stipulated 6 months since the original or last re-assessment.

During quarter 1 a total of 29 Young Carer Assessments were completed, 28 Support Plans developed and there were 15 Assessments offered but not completed. In quarter 2, 12 Assessments were completed, a total of 12 Support Plans developed with 9 Assessments offered but not completed.

As stated in the summary, there were a total of 400 Young Carers supported by this service at the end of quarter 2. Over 87% (351) of the 400 Young Carers were receiving frequent, activity-based support including group work.

With regards to the interventions provided for all Young Carers receiving the service, the totals for quarters 1 and 2 are:

- Group Activities – 60;
- Drop in Sessions – 49;
- Young Carers Support Networks (Peer) – 12;
- 1 to1 Emotional Support – 8;
- Expert Young Carers Group – 5;
- In-House Training (including Cooking Skills Workshop) – 4;
- Raising Awareness – 4.

In conjunction with the interventions several programmes or training courses have been completed by Young Carers in local Schools and Colleges. In quarter 1 56 Young Carers attended 16 School based programmes and 8 College based programmes. In quarter 2 145 Young Carers attended 6 School based programmes and 1 College based programme; 2 Health Professionals also attended programmes for Young Carers in this quarter.

The provider also records Young Carers who have exited the service during each quarter. Of the 283 Young Carers who left the service across quarters 1 and 2, the reasons recorded are as follows:

- Reached 18 Years of age – 161;
- Other (most frequently due to inability to contact) – 62;
- Declined the Service – 44;
- No longer caring – 12;
- Moved out of area – 4.

The Carers Partnership has reconvened and is meeting bi monthly, with the primary goal in 2020 to refresh the current Carers Strategy, a working group is being created to take this forward. Senior Officers from Carers Trust Tyne and Wear attend the Partnership Meetings and report to the group on the progress of the Young Carers service.

Performance monitoring of this service is completed by the Commissioning Team and included in the terms of the contract. Supplementing the quarterly data, two monitoring visits to the provider have also been completed since the contract commenced in May. The visits focussed on five key areas:

- Referrals;
- Performance Data;
- Outcomes for Young Carers;

- Case Studies
- Any Service Issues.

A comprehensive Annual Quality Assessment Framework review of the service will also be completed before the end of May this year.

The following quotes from Young Carers receiving the service were collected by Carers Trust Tyne and Wear in their 2019 Annual Survey:

“I have not been getting the opportunity to go out much this year because my mum has been in and out of hospital. The service is really good. I love it. God bless you all.”

“How thankful I am that every time I have went out you have put a smile on my face.”

The following quotes were recorded from the Parents of Young Carers who attended the WHISKIDS activity Programme:

“I was concerned that J might spoil the WHIS kids programme for others and that he would not settle. We agreed to see how he went on the first day. J really engaged with programme and was very expressive about his feelings. Made a friend with another lad who both said they had made a very special friend and asked if they could come out together next time we have a trip. J feedback from the day “was that it made his soul fly.”

“T has grown in confidence and has just seemed to blossom since joining young carers has now turned 8. WHIS kids helped him to be more understanding of his sisters need and helped him realise that there are others in the same position as himself. He is more willing to join in other out of school activities and mum thinks he is calmer and happier within himself with. Staff have also observed similar.”

Recommendations

The Overview and Scrutiny Committee is asked to accept the content of this report and refer any questions to the Commissioning Officer for further clarification.

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