

# **SERVICE SPECIFICATION:**

## **YOUNG CARERS SERVICE**

### Introduction

Flintshire Social Services and the Youth Service aims to provide support to young carers living in Flintshire so that they can prioritise their own health, education and well-being needs, achieve what matters to them and maintain their caring role, should they choose, in a safe and supported way. This has been reinforced by the provision of support for carers under the Social Services and Well-being (Wales) Act 2014.

Flintshire Social Services delivers a range of services for carers, in-house and in collaboration with specialist third sector organisations who are well placed to meet the needs of carers.

In order to ensure that the support for young carers in Flintshire is built around what they really want, the new service specifications have been developed to:

- meet the needs of local young carers,
- achieve the well-being outcomes that they said were important to them,
- create greater flexibility so services can be more person-centred, and
- explore new and innovate ways young carers can be supported

Flintshire has developed a new model for its carer services by introducing a single gateway for adult carers, which replicates the model for young carers, so that carers can easily access information, advice and assistance, have a carer's needs assessment and find out about what support is available to meet their well-being outcomes. All carer service delivery organisations will work in partnership to achieve the vision of the local model which meets the North Wales Carers Strategy, 2018. It will be particularly important for the adult carers gateway and the young carers services to work closely to support young adult carers between the ages of 18-25, who are transitioning to adult services and/ or community support.

This service specification outlines the key well-being outcomes, responsibilities and requirements of the delivery organisation as part of this service contract; these are to be read in conjunction with the standard terms and conditions of the contract.

The service will be delivered in accordance with the timeframe and agreed payments as contained in clause 3.1 and Schedule 6.

## Service Requirements

### **Aims and Objectives**

The aims and objectives of this 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 will be 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.

The service will be responsive to the needs of local young carers, promote and develop sustainable and natural support networks outside of the service with the aim of creating independent, happy and healthy young carers.

The service will include the following:

#### Tier 1 – Identification and information:

- Information, advice and signposting
- Awareness raising of young carers across a range of partners
- Delivery of the national young carers ID card

#### Tier 2 – Assessment and low level assistance:

- Carers needs assessments (including reviews)
- Regular social opportunities and time off from the caring role
- Upskilling and building resilience in young carers

#### Tier 3 – Direct support:

- Short term one to one support

The above elements will form the core offer for young carers and will respond to local needs and what support is valued by young carers in Flintshire as well as statutory requirements as prescribed under the Social Services and Well-being (Wales) Act 2014.

The service will be provided for young carers up to the age of 18 and young adult carers up to the age of 25. These groups of young carers are recognised as having different needs and as such there is a requirement for separate age appropriate support. The support for the young adult carers between the age of 18 and 25 is expected to be delivered in collaboration with the adult carers gateway, who is commissioned to deliver adult carers needs assessments (from 18 years plus).

The service will explore and develop new and innovative ways to support young carers, working with others such as health, social care, third sector organisations and young carers and their

families, to ensure that the carers strategy funding can continue to meet the growing demand of new carers in the future and expand the offer to young carers.

It is an expectation that the service will be inclusive to all types of young carers, accommodating their individual circumstances and explore new ways to engage and support the next generation of carers, including: working young carers, carers with multiple commitments, carers with transport issues, educational commitments and “21<sup>st</sup> century” young carers (the technology generation).

### **Who is the service for?**

The service is for any unpaid young carer living in Flintshire, up to the age of 25 years old.

Between the ages of 18 and 25 years old young carers will be supported, in collaboration with the adult carers gateway, to ensure that the carer receives the appropriate support and transition into adult and universal services.

### **Referral pathway**

The service will operate an open referral system and accept referrals from a range of professionals and partner organisations, including self-referrals. These referrals may include young carers in crisis.

### **When and where will the service be provided?**

The service will be delivered flexibly to meet the needs of all young carers across the whole of Flintshire.

The based for the service will be centrally located for ease of access for young carers and their families but community based support, including home visits and community facilitated sessions will be expected to meet young carers needs.

### **Service delivery expectations**

The following service delivery expectations will be adhered to by the delivery organisation throughout the contract period and reported on in accordance with the monitoring and reporting requirements:

- The service will be mobilised and operational within the first quarter of the contract being awarded, with the required staffing, training, recording and processing systems established and necessary referrals pathways all developed and in place
- Contact is made with young carers within a 5 day period following a referral.
- Young carer initial assessments are completed within a 28 day period following a referral
- Young carer reviews are completed within a 12 month period from the date of their last assessment, if not sooner if their circumstances significantly change.

- Young carers will be issued with their ID card within a 15 day period following referral
- The young carers ID card will be developed in line with the national directives, as prescribed by the Commissioner, and or Welsh Government, to ensure equitable offer for young carers across Wales.
- The bi-annual monitoring report must be available to the Commissioner within 6 weeks following the end of the half year period.
- Personal data relating to the young carer receiving carers assessments will be shared with the Commissioner on a bi-annual basis, and at the end of the contract period.
- The provider must make availability for an annual monitoring visit by the Commissioner in quarter 4, which will include a sample file audit.
- The Council will pay the delivery organisation bi-annually in advance for the agreed payments; correct invoices for the delivery period should be issued to the Commissioner in April and October of each year.

### **Working in partnership**

This service will work in partnership with the other carer delivery organisations to ensure that young carers can easily access any support that they require, as long as consent is given by the child or young person.

Flintshire Families First programme also supports young carers in Flintshire, providing targeted support with progression and attainment within an educational setting. It is envisaged that this service is delivered in partnership, as complementary support based on the needs of the young carer with seamless transition for carers between these two services. This Families First funding is subject to review and any changes to this funding will impact on this provision; an open dialogue and negotiation between the Commissioner and delivery organisation will take place if the service provision needs to be varied under the service contract to reflect any changes in the landscape for young carers.

The delivery organisation will be expected to form part of the Flintshire Carers Strategy Group, which meets quarterly, and has responsibility for ensuring local and regional carers strategies are being achieved as well as making sure Flintshire services are meeting local carers' needs. The delivery organisation will be responsible for updating and informing the Group of any changes or developments to this service as well as representing the needs and views of young carers, and their families, across Flintshire.

## Outcomes and Outputs

| Commissioned Well-being Outcomes   | Interim Outcomes and Outputs<br>Success indicators:   | Delivery Organisation's Responsibilities  | Commissioners Responsibilities   |
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| <p><b>Partners are able to identify young carers, understand what that means for the child/ young person and are able to provide information, advice and signpost young carers to appropriate support services</b></p> | <ul style="list-style-type: none"> <li>○ Partners are aware of the requirements under the legislation SSWB Act</li> <li>○ Partners are aware of how to signpost/ refer young carers to the right support services</li> <li>○ Number of individual partner organisations engaged with [50]</li> </ul>  | <ul style="list-style-type: none"> <li>○ Raise awareness of young carers, their rights and how to access support across a range of partner organisations, including health, education, primary care and social services</li> <li>○ Develop a suite of promotional/ communication materials, using appropriate methods, that are audience appropriate</li> <li>○ A regular programme of awareness raising activities across a wide range of audiences, including health, education, primary care, social care, and the public</li> <li>○ Attend appropriate team meetings/ forums for partner organisations, including health, primary care and social services</li> </ul> | <ul style="list-style-type: none"> <li>○ Commissioner will share information and provide contacts links to support the sharing of information</li> <li>○ Ensure the partnership working between the delivery organisation, adult carers gateway and the Families First Consortia is working successfully</li> <li>○ To provide clarity on the roles and responsibilities of this service provision and the targeted support under the Families First funding to ensure they complement and do not duplication</li> <li>○ Ensure the GP Facilitator service commissioned by Flintshire Social Service is raising awareness of young carers, identifying them and signpost young carers to appropriate statutory, universal and community services.</li> </ul> |
| <p><b>Young carers are aware of their rights and what support is available to them</b></p>   | <ul style="list-style-type: none"> <li>○ Young carers are more informed</li> <li>○ Young carers are empowered to express their views and feelings</li> <li>○ Young carers can easily identify what's important to them and develop ways to achieve their own objectives</li> <li>○ Young carers are linked with recreational and leisure opportunities</li> </ul> | <ul style="list-style-type: none"> <li>○ Work with health, education and social care colleagues in trying to engage with hidden young carers</li> <li>○ Promote and provide information to young carers about the service, what support that is available to them and the wider family, their rights to access an assessment and how to access appropriate support</li> <li>○ Develop a suite of promotion/ communication materials, using</li> </ul>   | <ul style="list-style-type: none"> <li>○ Provide contact details for any internal colleagues who would be interested in the support provided to young carers.</li> <li>○ Raise awareness internally of the service and support for young carers</li> <li>○ Impact of the service is monitored and evaluated</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>○ Total number of young carers identified in Flintshire [240 to increase year on year]</li> <li>○ Number of new referrals received, with a breakdown of referral sources [80]</li> <li>○ Number of young carers offered an assessment [80]</li> <li>○ Number of young carers receiving information, advice and signposting [80]</li> <li>○ Number of young carers receiving a carers needs assessment and assistance [75]</li> <li>○ Number of young carers receiving an annual review [75]</li> </ul> | <p>suitable channels, that are age appropriate</p> <ul style="list-style-type: none"> <li>○ Offer of a carers needs assessment to all young carers</li> <li>○ Provide information, advice and signposting to all young carers, regardless if they take up the offer of an assessment</li> <li>○ Complete carers needs assessments for young carers, including in times of crisis, that are outcomes focused</li> <li>○ Complete annual (or in times of significant change) reviews with young carers</li> <li>○ A clear and open referral process is developed to ensure all referrals are recorded, actioned and monitored.</li> <li>○ Develop a referral process with the adult carers gateway for young adult carers and the Families First Consortia for targeted support, ensuring compliance with regards to data sharing</li> <li>○ Ensure staff are up to date with what support is available to young carers, linking with the adult carers gateway, DEWIS, Flintshire's First Contact Team, Flintshire's Early Help Hub and Family Information Service.</li> </ul> | <ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ Evaluate the partnership working between the delivery organisation, the adult carers gateway and Families First Consortia to ensure smooth access and the quality of service for young carers</li> </ul> |
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|   |  | <ul style="list-style-type: none"> <li>○ Ensure all staff undertaking a carers needs assessment are suitably qualified and trained</li> <li>○ Any identified safeguarding concerns regarding young carers are dealt with following safeguarding procedures</li> </ul>  |  |
| <p><b>Young carers have access to a range of opportunities that supports their health, well-being and progression</b></p> | <ul style="list-style-type: none"> <li>○ Young carers are able to access a the right support at the right time, examples of</li> <li>○ Number of carers with a support plan [40]</li> <li>○ Breakdown of support needed and well-being outcomes of young carers</li> </ul> | <ul style="list-style-type: none"> <li>○ Where appropriate, a support plan will be develop following the young carer's needs assessment; this will demonstrate a clear pathway of support that enables the young carer to achieve the outcomes that they have identified and explore ways to develop their own natural sustainable support networks in the future</li> <li>○ Make available, direct one to one support for young carers in taking forward their agreed support plan</li> <li>○ Assist young carers in accessing a range of provision, including community based support and universal services</li> <li>○ Signpost and/ or make referrals to other third sector organisations, health and social care services and other projects which can support young carers/ young people</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> </ul> | <ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ The Commissioner will work with the delivery organisation and other commissioned providers to develop referral pathways, as required</li> <li>○ Ensure the partnership working between the delivery organisation, adult carers gateway and the Families First Consortia is working successfully</li> <li>○ To provide clarity on the roles and responsibilities of this service provision and the targeted support under the Families First funding to ensure they complement and do not duplication</li> <li>○ Feedback internally to colleagues on any social value that is achieved through this service.</li> </ul> |

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|  |   | <ul style="list-style-type: none"> <li>○ Identified unmet or growing needs of young carers and share with the Commissioner.</li> <li>○ Advocacy support, and any other specialist support, is offered to the young carer where appropriate, and a referral is made following consent</li> </ul>   |  |
| <p><b>Young carers have opportunities to do the things that they enjoy, giving them a break from their caring role</b></p> | <ul style="list-style-type: none"> <li>○ Positive mental health of young carers</li> <li>○ Isolation and social exclusion is reduced in young carers</li> <li>○ Peer support is available and valued by young carers</li> <li>○ Young carers have the opportunities to connect with people and places around them</li> <li>○ Number of young carers participating in respite opportunities [100]</li> <li>○ Number of young carers attending social groups/ peer support [100]</li> </ul> | <ul style="list-style-type: none"> <li>○ A range of age appropriate activities, trips and short breaks will be offered to young carers regularly throughout the year, being considerate of educational commitments,</li> <li>○ Barriers for participating in respite for young carers to be considered and mitigated for each young carer, where possible</li> <li>○ A range of regular peer support/ social groups, will be held for young carers, on a monthly basis, in the form that best suits the children/ young people, i.e. drop-ins, social live chats</li> <li>○ Transport to and from respite and social opportunities will be provided, if there are no other ways for the young carer to attend</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> <li>○ New ways to support young carers in accessing respite and social</li> </ul> | <ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ Feedback internally to colleagues on any social value that is achieved through this service.</li> </ul> |

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|   |  | opportunities will be developed, that are carer-led  |  |
| <p><b>Young carers have the right skills and confidence in undertaking their caring role</b></p> <p><b>Young carers understand their own health and well-being needs and how to maintain them</b></p> | <ul style="list-style-type: none"> <li>○ Number of young carers who have completed the programme [75]</li> <li>○ Case studies of young carers who have completed the programme and gone on to achieve their well-being outcomes</li> <li>○ Young carers feel more informed and confident in areas which have an impact on their lives</li> </ul> | <ul style="list-style-type: none"> <li>○ Young carers are encouraged to participate in a 10 week skills building programme aimed at increases young carers resilience and confidence; topics that would be expected to be covered include: healthy lifestyles, relationships, mental health, well-being and relaxation, self-esteem and confidence.</li> <li>○ The 10 week programme is to be delivered in a fun and age appropriate way using interactive activities, talks and media.</li> <li>○ Young carers and their families are made aware of the programme and it is promoted to all as part of the service offer.</li> <li>○ Once young carers have completed the programme, they are signposted to universal and community services for further support, including the monthly young carer drop-ins.</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> </ul> | <ul style="list-style-type: none"> <li>○ The Commissioner and delivery organisation will work together to develop the resilience programme that is carer-led, fun and age appropriate.</li> <li>○ Evaluate the progression of young carers following the programme, using case studies and the outcomes achieved.</li> <li>○ Raise awareness of the programme more widely with regional colleagues in health and social care as a provision of good practice.</li> </ul> |
| <p><b>Young carers have access to the national ID card</b></p>  | <ul style="list-style-type: none"> <li>○ Young carers are recognised within their community</li> </ul>   | <ul style="list-style-type: none"> <li>○ Raise awareness of the young carers ID card with health, primary care and education, utilising the resources developed by Carers Trust.</li> </ul>  | <ul style="list-style-type: none"> <li>○ The Commissioner will work with the delivery organisation and other commissioned providers to develop referral pathways, as required</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>○ Young carers feels supported by their community</li> <li>○ Number of young carers offered an ID card [240 increasing year on year]</li> <li>○ Number of young carers registered with an ID card [150 increasing year on year]</li> <li>○ Progression and uptake of the young cards ID locally and nationally</li> </ul> | <p>This will be an ongoing requirement to ensure sufficient knowledge and support for the ID card</p> <ul style="list-style-type: none"> <li>○ General awareness raising of the young carers ID card with all stakeholders, including young carers and their families</li> <li>○ Develop referral pathways for the ID card to be administered</li> <li>○ Encourage partners to be 'young carer aware' and adopt quality standards in order to ensure full understanding of young carers and the impacts caring can have on their lives. This will build on from the Schools Charter that has been launched in Flintshire schools, aiming to create excellence in education.</li> <li>○ Process, printing and circulate all requests for a young carers ID card</li> <li>○ Continue to develop the young carers ID card locally to expand its offer and support for young carers, with transport, leisure, businesses and local communities (including any other opportunities that become available)</li> </ul> | <ul style="list-style-type: none"> <li>○ The Commissioner will update the delivery organisation of any national directives with regards to the young carers ID card</li> <li>○ The Commissioner and delivery organisation will work together to develop an implementation plan for the national young carers ID card</li> <li>○ Ensure the GP Facilitator service commissioned by Flintshire Social Service is complementary of this requirement and works to raise awareness, identify and signpost young carers.</li> </ul> |
| <p><b>Young carers feel valued and involved in the things that matter to them</b></p> | <ul style="list-style-type: none"> <li>○ Young carers are involved in the shaping and developing services</li> <li>○ Number of young carers engaged these opportunities [10]</li> </ul>  | <ul style="list-style-type: none"> <li>○ Young carers will be involved in service development and their views/ feedback will be used to shape new activity and development the service</li> <li>○ Identify and encourage wider participation of young carers in local and national developments</li> </ul>  | <ul style="list-style-type: none"> <li>○ Young carers views are taken into account in any decisions made regarding service planning and commissioning</li> </ul>  |

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|  | <ul style="list-style-type: none"><li>○ Examples of initiatives that young carers have supported and summary of their feedback</li></ul> |  |  |
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## Legal Requirements

The delivery organisation shall comply with all regulations, standards, legislation, directions, code of practice and any amendments or replacements. The delivery organisation shall have up to date policies and procedures in place, fully adopted and understood by the organisation's staff. Listed below are some of the legislation and policy documents relevant to the service, but not exhaustive to.

The delivery organisation and the Council will keep to all relevant legislation and Welsh Assembly Government guidance, particularly the:

- Health and Safety at Work Act 1974
- Prevention of Corruption Act 1889 – 1906, 1916 and the 2001 amendments
- Race Relations Act 1976, Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975 (as amended by the Sex Discriminations Act 1980 and the Employment Act 1989)
- Disability Discrimination Act 1998
- Human Rights Act 1998
- The Crime and Disorder Act 1998
- The Social Services and Well-being (Wales) Act 2014
- Data Protection Act 2018
- Welsh Language Act and guidance “more than just words”
- Employment Regulations
- National Principles of Public Engagement – Participation Cymru
- Mental Capacity Act (awareness of)
- Articles of the United Nation Convention on the Rights of the Child (UNCR)
- European Convention of Human Right
- Citizens Voice and Control in Social Services (Wavehill Social and Economic Research, 2016)
- The Children (Leaving Care) Act 2000
- The Children Act 1989
- The Children Act 2004
- Adoption and Children Act 2002
- Wales Safeguarding Procedures 2020 (formally, All Wales Child Protection Procedures)

## Staff and Training

The delivery organisation is responsible for choosing and employing staff according to employment law and must follow good employment practice and comply with equal opportunities legislation.

The delivery organisation shall ensure that all staff engaged for the purpose of the services are at all times skilled, honest, qualified, experienced, instructed and supervised with regard to the provision of the service.

The Care and Support (Assessment) (Wales) Regulations 2015 (Reg 2) require that there must be a named person for every assessment and that she / he must have the skills, knowledge and competence to carry out the assessment and have received training in the carrying out of assessments (Reg 3). Part 3 Code of Practice (assessing the needs of individuals) stipulates that for this purpose the appropriate levels of qualification 'include':

- a registered social work or social care practitioner holding a professional qualification at level 5 or above, or
- a social care qualification at level 4 or above, which includes knowledge and skills in undertaking person centred assessments, under the supervision of a registered social work or social care practitioner

### Monitoring and Reporting

The delivery organisation will provide the Commissioner with a bi-annual monitoring report throughout the period of this contract, including personal information on the individuals accessing support during that reporting period.

The bi-annual monitoring report will provide a detailed summary of the service provided, how the commissioned well-being outcomes are being achieved using qualitative data and quantitative data on the interim outcomes and outputs (as detailed in the Service Requirements). The bi-annual monitoring report must be available to the commissioner within 6 weeks following the end of the half year period.

In addition, the service will be required to provide data on the Welsh Government Performance and Improvement Framework, in particular the measures relating to carers. These will be agreed with the delivery organisation and included within the bi-annual monitoring report.

On an annual basis the Commissioner and the delivery organisation shall meet to evaluate the performance of the service against the contract and identified outcome measures. However, an open dialogue with the Commissioner is expected in order to report back any impacts to the delivery of the service, such as growing demand, staffing shortages and changes in needs of carers, to jointly develop plans for the continuation of the service with minimal impact on carers.

The delivery organisation will undertake its own quality assurance and gather feedback on carer's experiences of the service to ensure compliance with the service specification but also to ensure it is meeting the needs of carers. The Commissioner will also undertake a file audit of young carers supported to check compliance and quality assurance.

On occasion the Commissioner may make any reasonable requests for information on the service and its impacts to carers.

### Funding

The maximum available funding for the service contract is £71,000 per annum, for 2020-21.

Subsequent annual funding may be subject to change but will be confirmed with the delivery organisation 90 days before the new financial year. The lowest contract value for the duration of the contract period, until March 2023, will be a minimum of £51,000.

Any reduction in funding in the contract will be reflected within the commissioned outcomes and outputs by an equal percentage reduction, for example if the contract is reduced by 10% the outputs will be reduced by 10%.

The Council will pay the delivery organisation bi-annually in advance for the agreed payments; therefore payments will be made to the delivery organisation in April and October each year.

The delivery organisation is responsible for raising the correct invoice relating to the half year period of activity.

Schedule 6 of the contract document outlines the agreed contract value and annual payments for the service contract.