

## **SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE**

<b>Date of Meeting</b>	Thursday, 20 July 2017
<b>Report Subject</b>	Young Carers
<b>Cabinet Member</b>	Councillor Christine M Jones for Social Services
<b>Report Author</b>	Craig Macleod
<b>Type of Report</b>	Information and Progress Report

### **EXECUTIVE SUMMARY**

In 2015 Flintshire County Council entered into a new contractual agreement with Barnardos Cymru to provide Young Carers Services. In putting in place this agreement we have worked closely with Barnardos Cymru and our young carers to redesign parts of the service, to ensure it is aligned to the needs of young carers, the Social Services and Wellbeing (Wales) Act 2014 and is able to achieve financial saving targets set by the Authority with limited impact to service delivery.

This report aims to provide the committee with an overview of the work undertaken and an update with regard to progress and outcomes achieved.

### **RECOMMENDATIONS**

1	To consider service redesign, progress and outcomes and advise on considerations regarding future service development.
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## REPORT DETAILS

1.00	BACKGROUND AND CONSIDERATIONS
1.01	<p>In 2012 National Government announced a crisis was looming in the sectors of health and social care, deeming the situation as unsustainable and advocating the need for wide scale change. At this time it was asserted that there was a definite need to transform how local authorities deliver and commission social care services, in order to ensure that support for vulnerable people can continue in the future.</p>
1.02	<p>In 2014 the Welsh Government began its journey towards major reform in social care, introducing the Social Services and Wellbeing (Wales) Act. This new legislation's aim is to ensure that social services are better equipped to meet the needs of local communities and are able to be sustained in the long term. As part of this endeavour the new Act provides that "Local Authorities should assess and ensure that services not only deliver on the needs identified, but look for those that provide added value".</p>
1.03	<p>Since this Act was passed Flintshire County Council has embarked on its own road to change following this legislation and beginning with the review of all commissioned services, including those currently provided for our young carers. It was our intention that by doing so we could ensure that we fully understand the needs of our young carers in Flintshire and that the services that are available to them are fit for purpose and future proof.</p>
1.04	<p>In 2014 a service review was undertaken which consisted of an internal evaluation, feedback from the service and an independent service review &amp; consultation with young carers (See Appendix 1 attached). The review made these core recommendations:</p> <ul style="list-style-type: none"> <li>• The service should focus on building the resilience and coping strategies amongst young carers, with a particular focus on enablement and independence for young carers.</li> <li>• The service should continue the tiered model of support, including ease of access to 1.1 support, as needs escalate.</li> <li>• To work closely with the Flintshire Youth Services making available a youth worker/key worker co-located at Barnardos and NEWCIS to provide information and advice about available community based provision that young carers and their families can access.</li> <li>• To increase joint-work with schools and educational establishments, Children's Services, Families First commissioned services and Youth Services.</li> <li>• To increase consistency in how service outcomes are measured and reported on will help with a comprehensive understanding of progress in securing good outcomes for young carers.</li> <li>• For greater close work with BCUHB and FCC to contribute to positive health and wellbeing outcomes for young carers.</li> <li>• For NEWCIS and Barnardos promote the targeted support available for young carers through a schedule of outreach programmes.</li> <li>• To continue to provide varied types of activities and support set out that will improve the wellbeing of young carers.</li> </ul>

1.05	Following the service review Flintshire Social Services has worked closely with Barnardos to redesign elements of the service to comply with our review findings and the Social Services and Wellbeing Act 2014. This work has led to the development of a new Service Level Agreement, outcomes monitoring tool and changes to service design and delivery.
1.06	<p>The new service delivery has been designed around the Flintshire 5 Pathways to Well-being for Young Carers which are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Connect</b> - Young Carers are provided with opportunities to connect with the people around them. They are supported to develop and maintain relationships with family, friends and neighbours, building on their local networks and relationships, enabling them to develop more sustainable natural support systems outside of the service.</li> <li>• <b>Be Active</b> – Young Carers are provided with support to identify and access universal activities and interests outside of their caring role. They are supported to strengthen key social networks, gain skills and to have a greater awareness of their own health and well-being and how to improve and sustain it.</li> <li>• <b>Keep Learning</b> – Young Carers are supported to embrace all levels educational achievement/attainment and encouraged to explore how they will obtain their future goals and aspirations. Through working with the service Young Carers will gain key life and carer skills and access educational and career opportunities, enabling them to feel confident to make informed choices and take control their future development.</li> <li>• <b>Give</b> - Young Carers are provided with opportunities to volunteer and become mentors to other young people, sharing their experience and skills to help others. They will be involved and consulted on issues/changes that have an impact on Young Carers, the service itself and Young Carers rights. Young Carers will be supported to gain skills and confidence, the service will ensure Young Carers feel valued, listened to and empowered.</li> <li>• <b>Take Notice</b> - Young Carers and their families are supported to feel empowered to pursue the things that matters to them and the things they feel will support their family situation and ease their caring role. The service will be key to supporting young carers and their families to be resilient and develop plans for the future, to ensure the family is able to develop a support system to move on from the service and be independent.</li> </ul>
1.07	In order to support young carers in achieving these core outcomes a 12 session programme of support was developed which incorporated the 5 pathways (above) and wider service outcomes such as confidence building, self-esteem, building resilience etc. The programme objective is to support young carers in their caring role, building their confidence and resilience, followed by a tailored support programme to support them in having more choice and control over the individual outcomes they want to achieve and greater access to more sustainable networks of support in their local communities. In the first year 62 young people felt ready to move on from

	<p>the service and the access other mainstream services such as youth services, sport classes etc. Many Young People feedback that they wouldn't have felt confident enough to do this without the support from the service and were reassured that they could re-access the service at any time should local networks be unsuccessful for any reason. Please see case studies in Annual Report Attached (See Appendix 2). This work has been supported strongly by the Youth Service, who have funded a youth worker post for this provision</p>
1.08	<p>Young Adult Carers (YAC) have received tailored packages of 1-1 support development to focus on economic outcomes such as, practical skills, education, employment etc. YACs' are provided with continued support to sustain the employment/learning or until they move on to the NEWCIS Adult Carers Service. Barnardos and NEWCIS work closely together and have developed a transition model as YAC's move through the services, which means they receive a consistent level of support from child to adult services.</p>
1.09	<p>New legislation requires that young carers are ageless so there have been changes to the referral processes for the service to ensure we look at each child's needs rather than age restrictions. Also the Carers Needs Assessments now focus and build upon the positive aspects within the family unit, moving to a strengths and assets based assessment approach. The monitoring processes within Barnardos have been adapted to measure both quantitative and qualitative data which act as indicators to demonstrate core outcomes linked to the 5 pathways are being achieved. To do this staff had to be trained in using an outcome star which was developed specifically for the service outcomes. The outcome star measures the outcomes and the journey travelled for all young carers. They use the scoring system at the start, middle and end of their support programme to measure their positive progress. This helps us to identify if further support may be required and to focus on the individual needs of each young carer.</p>
1.10	<p>The Service has also developed the Young Carers Charter which is a School commitment strategy, continues to support the A2A Card development, provides transport training sessions, works with regional and local partners to assess need and has developed a new outreach programme.</p>
1.11	<p><b>The service during 2016/17 has delivered the following:</b></p> <ul style="list-style-type: none"> <li>• Worked with 264 young carers across the county</li> <li>• Delivered 124 fun activity sessions (including school holiday activities) – Tier 1</li> <li>• Delivered 187 group training events to assist young people with their caring role – Tier 2</li> <li>• Provided 64 young people with 1:1 support – Tier 3 and supporting them to move down the tiers</li> <li>• Provided 2 residential trips for Young Carers</li> <li>• Delivered several awareness-raising sessions and PGCE sessions to schools throughout the county.</li> <li>• Delivered monthly Young Adult Carers sessions to approximately 37 young people aged 16-18 and supporting them to maintain economic outcomes.</li> <li>• 103 young carers have signed up for the A2A card.</li> </ul>

	<ul style="list-style-type: none"> <li>• 111 carers needs assessments were completed within the year.</li> <li>• Presentations to help raise awareness to young carers needs continue in team meetings, community hospitals, Social Services. Workforce Development in FCC, local colleges, Holywell High School, Connaughts' Quay High School etc.</li> </ul>
1.12	<p><b>The core outcomes achieved 2016/17:</b></p> <ul style="list-style-type: none"> <li>• The journey of the outcome star shows us that approx. 95% of young carers feel more confident and empowered.</li> <li>• 90% of young carers were happy with the service that they received</li> <li>• 70% of young carers stated that they felt supported by the service</li> <li>• 80% of young people reported that support from Flintshire Young Carers had meant that they were more able to cope with their caring role.</li> <li>• 60% of young people said that Flintshire Young Carers had helped them to make new friends.</li> <li>• 80% of young people reported that Flintshire Young Carers had helped to improve their family/personal relationships.</li> <li>• 70% of young people stated that they are learning more since attending Flintshire Young Carers. Examples cited by young people included</li> <li>• 62 young people left the service to access other mainstream services such as youth services, sport classes etc.</li> <li>• Referral Rates into the service have increased.</li> <li>• A new outreach programme has been developed to support young carers to access the service.</li> </ul>
1.13	<p><b>Service challenges:</b></p> <ul style="list-style-type: none"> <li>• Whilst the service is inclusive to all young carers at times Barnardos are challenged when we accept young carers onto the service that have ADHD/Autism etc. It can be overwhelming for the children in groups and they may require a 1-1 key worker which unfortunately due to restricted resources we are unable to provide.</li> <li>• Resource Limitations are also impacting on the service specifically Barnardos Transport provision.</li> </ul>
1.14	<p><b>Service Moving Forward 2017/18:</b></p> <ul style="list-style-type: none"> <li>• Flintshire Social Services will continue to work closely with Barnardos to further develop monitoring and reporting systems to ensure that we are able to clearly measure the success of the service and able to monitor any impacts on our young carers.</li> <li>• Flintshire Social Services will continue to support Barnardos to explore sustainable service models.</li> <li>• Flintshire Social Services will work with Barnardos to monitor the new outreach programme.</li> <li>• Flintshire will work with Barnardos on how they better support Children with ADHD and Autism.</li> <li>• Flintshire Social Services will continue to work on developing a new action plan for 2017/18.</li> </ul>

	<ul style="list-style-type: none"> <li>Flintshire Social Services will consult with Young Carers regarding service changes and record young carers stories to feed in to the regional young carers group.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	This service has received a funding reduction of 30% over a three year period.
2.02	Resources implications have meant the service has recently had to stop the transportation for the children and young people taking them to and from the service.
2.03	In order to mitigate this Flintshire has worked with Barnardos to develop on outreach programme. Where by groups for the children and young people can now take place in varied venues in local communities. To support families adapt to this change the times of the service has changed to reflect the times when children are collected from school so that the access is easier.
2.04	Flintshire will continue to work closely with Barnardos to monitor the impact of this implication and the success of the outreach programme to ensure that young carers are not adversely affected.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Independent Consultation completed 2015.
3.02	Consultation planned 2017/18 linking to regional development of Carers Services.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Flintshire has developed a strong professional relationship with Barnardos Cymru and both parties attend regular meeting to monitor and evaluate the successes and impacts to the service.
4.02	The service has an annual action plan and an outcomes monitoring tool which is used to monitor and evaluate any risks to the service
4.03	The service also holds regular consultation sessions with young carers to ensure they have the opportunity to raise issues and provide feedback on service developments. The service also has an annual questionnaire which families can complete to provide feedback and raise concerns regarding aspects of the service and service change.

<b>5.00</b>	<b>APPENDICES</b>
5.01	<b>Appendix 1:</b> A Young Carers Service <b>Appendix 2:</b> Young Carers Annual Report

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<b>Contact Officer:</b> Christy J Hoskings <b>Telephone:</b> 01352 702509 <b>E-mail:</b> Christy.j.hoskings@flintshire.gov.uk

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b><u>Young Carers &amp; Young Adult Carers:</u></b> a young carer is a young person aged 0- 16 years, a Young Adult Carer a young person aged 16- 18 years who provide care to a family member who needs support for reasons relating to age, disability, health condition, substance misuse and mental illness. Young carers live with the person they care for.</p> <p>It is important to recognise that many young carers do not see themselves as carers because, first and foremost, they are just themselves. They may be a son, daughter, brother or sister. Young carers are groups in particular that are likely to remain hidden</p> <p><b><u>Social Services and Wellbeing (Wales) Act 2014:</u></b> The Social Services and Well-being (Wales) Act came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for transforming social services in Wales</p>