

Social and Health Care Overview and Scrutiny Committee

Date of Meeting	21 January 2021
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.

In the short space of time that NEWCIS Young Carers has been delivering the service, it has performed above the expectations of the service contract and delivery outcomes; which is a positive sign of what is to come. 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. Flintshire is taking a partnership approach to this development and is working sub-regionally with partners and young carers to deliver this vision. Flintshire aims to launch its new young carers ID card on the 16th March 2021, which will replace Flintshire's current A2A card for young carers.

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.
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	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. As with many other service, our support to young carers has been responsive and person centred to ensure that we are helping young carers 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 internet so that young carers can stay connected.
1.05	<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

	<p>carers needs in their own right</p> <ul style="list-style-type: none"> ○ 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
1.06	Flintshire Social Services delivers a range of support services for unpaid carers, both in-house and commissioned through external third sector providers.
1.07	The Young Carers Support Service contract was due to expire on the 31 March 2020 and the service required a review of its provision to young carers and also needed to be re-tendering to ensure compliance with the Contract Procedure Rules. As a result Commissioners, third sector partners and local young carers developed a new service specification and completed a tender exercise in February 2020 with the winning organisation being NEWCIS (the engagement process is described in more detail in 4.01). The new contract was scheduled to commence on the 1 st April 2020 but following the Covid-19 pandemic and national restrictions in place, this was delayed until 1 st July 2020, with the agreement of all partners as being in the best interests of our local young carers. This approach facilitated continuity of support and a smooth transition of the service to NEWCIS.
1.08	<p><u>Young Carers Support Service</u></p> <p>The aims and objectives of this new 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>
1.09	<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
1.10	<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 was delighted with the opportunity to deliver the Young Carers Support Service and can now offer a seamless</p>

	and ageless service for all unpaid carers in Flintshire.
1.11	<p>In the short time that NEWCIS Young Carers has been delivering the service, it has performed above the expectations of the service contract and delivery outcomes; which is a positive sign of what is to come. Here is a flavour of the outcomes and achievements of the service since its inception and until the end of December 2020:</p> <ul style="list-style-type: none"> ○ 32 young carers and families have been involved in the development of the service, shaping how it supports local young carers ○ A virtual service has been established in a quick timeframe to ensure national guidance is followed and everyone is kept safe, this has included virtual assessments, groups and also providing IT equipment to young carers who otherwise would have struggled to connect with the service ○ 208 young carers identified since the start of the service, in addition to the existing young adult carers that NEWCIS had already registered with them ○ 201 new referrals have been received between July – September 2020 ○ 189 assessments completed, with further scheduled ○ 43 young carers have a support plan in place ○ 109 young carers engaged in groups/ peer support, with over 229 attendances in total ○ A range of activities and groups provided, such as craft, pizza night and well-being workshops ○ Established a resilience programme of support for young carers, with 39 young carers signed up ○ Referrals received from a range of sources, demonstrating successful transition, (please note, education was lower than expected but schools have been closed for almost half of this time) ○ 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 ○ 424 social media followers ○ Links established with the Safeguarding Unit in Social Services to ensure open communication when any safeguarding concerns are identified ○ Training has been delivered to the Youth Offending Team on young carers and how best to support them ○ The development of the new Young Carers ID card, described in more detail in 1.15.
1.12	<p>Feedback from young carers and their families has been extremely positive to date, some case studies are also provided in 5.03:</p> <p>‘NEWCIS has given us a great welcome and offered loads of exciting opportunities.’</p> <p>‘loved the launch events and pizza night’</p> <p>‘NEWCIS has helped my family and supported me with my school’</p>

	<p>“Was so happy with your mindfulness goodie bag. It made her feel really special so thank you”</p> <p>Carer received items purchased via grant: “Thank you I got my skateboard today. I love it, I’m going back out on it on the skate park soon”</p>
1.13	<p><u>Social Value</u></p> <p>As part of the contract award for this service, Flintshire was able to secure some social value commitments from NEWCIS which will be delivered throughout the contract period, which will be monitored and measured on the IMPACT system. The social, economic and environmental commitments that have been made for this contract include:</p> <ul style="list-style-type: none"> ○ Paid and unpaid work placement opportunities ○ A training program which can support young carers into work/higher education, build confidence and self-esteem. ○ Community-based volunteering opportunities relevant to the young carer’s interests. ○ An intergenerational mentor/ buddy scheme part of the Celtic Business network with over 100 business members providing many links and opportunities with local employers. ○ Offer young carers access to awareness events, campaigns and engagement exercises as part of the network with Carers Trust Wales.
1.14	<p>In the short space that NYC has been running, plus in the context of operating with restrictions and business closures, NEWCIS has started to deliver some of these social value commitments as well as additional contributions; so far this includes:</p> <ul style="list-style-type: none"> ○ Securing extra funding for: <ul style="list-style-type: none"> ▪ well-being grants for young carers ▪ specific events around Christmas for young adult carers ▪ food and busy boxes during each lockdown for young carers and their families ○ Obtaining funding from WG and Digital Communities Wales for x20 Chromebooks ○ Employment of a young adult carer
1.15	<p><u>Young Carers ID Card</u></p> <p>In May 2019 the Deputy Minister for Health and Social Services, Julie Morgan, wrote to all local authorities in Wales outlining her commitment in rolling out a national young carers identification card model in response to the National Assembly’s Health, Social Care and Sport Committee Inquiry into the Social Services and Well-being Act 2014 and its impact on carers; as well addressing the three national priorities for carers in Wales – supporting life alongside caring; identification and recognition of carers; provision of information, advice and assistance.</p>
1.16	<p>The Welsh Government (WG) and Carers Trust Wales (commissioned by WG to facilitate and develop a suite of complementary resources to support the implementation of the national scheme) have been discussing the national model with all local authorities in Wales; the WG has chosen 5 local authorities to become early adopters of the scheme, Flintshire being one of them, to test specific elements of implementation, measure impact and share learning within nationally. Flintshire are well placed for this</p>

	development drawing on the learning and experience from the A2A card which has been used by young carers.
1.17	Flintshire has decided to take a partnership approach to the development of the national Young Carers ID Card, working with Conwy County Borough Council, Denbighshire County Council, Wrexham County Borough Council and Betsi Cadwaladr University Health Board (BCUHB) in order to strengthen the offer to young carers, share learning and support and provide greater recognition and transferability of the cards across the various counties. The partners, commissioned providers (NEWCIS for Flintshire and Credu for the other LA areas) with a group of local young carers have been working together on the local roll-out of the national model.
1.18	<p>Based on young carer feedback and learning from our existing A2A (Access to Action) card, we want the new Young Carers ID Card to:</p> <ul style="list-style-type: none"> ○ Be widely publicised prior to its launch so that it is recognised by professionals, young carers and the public – in order to do this we have developed a communication plan and are working closely with the key partners, such as education and health, who can help us to share the message and educate professionals. Carers Trust Wales have also developed several resources for us to use. ○ Have a choice of formats of the ID, some younger carers preferred a wrist band to a formal card and some young adult carers would prefer an electronic version on their phone. As a result, we are planning to offer a hard plastic card, a wrist band and electronic card – giving young carers choice and control. ○ Explore the option of an App for young carers who can then utilise additional functionality to support them, such as signposting information, key contacts, summary of their assessment and access to their ID card. ○ Have a single referral pathway for young carers across the region; we are achieving this by working closely with both commissioned providers for the region so that the pathway for access to the ID is the same regardless of where the young carer lives, making it easier for professionals or young carers to access the card.
1.19	The infrastructure to support the roll out and finalising of the proposals are being agreed currently, this will then be followed by a programme of awareness raising before the Young Carers ID Card is launched across the region, which is planned for the 16 th March 2020 (to mark Young Carers Awareness Day).

2.01	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	During the pandemic, NEWCIS has received support from Digital Communities Wales and received 20 Chromebooks for the use by young adult carers, funded by the Welsh Government. These Chromebooks aim to help young adult carers to access information and resources and stay connected. NEWCIS is also exploring the opportunity to support young carers with access to mobile phones, for those most in need, so that they can stay connected and access information more easily wherever they are.

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	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 and also in light of the imminent launch of the Young Carers ID Card; the services is receiving a significant level of referrals and the impact of this is positive, we are reaching more young carers within our communities and offering them their statutory entitlements as well as preventative support. 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.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	As part of the commissioning process for the Young Carers Support Service, young carers were engaged at all stages and took an active part in the design of the service specification and selection of the successful provider at the tender stage. Young carers gave Commissioners feedback on the previous service model and the things that are most important to them going forward; as a result the new service specification was amended so that the service included more outdoor activities and that there wasn't a set end to

	their support, it is now more focused on the young carer's well-being outcomes and proportionate to their needs.
4.03	For the tender of this new service, 4 young carers came forward offering to support Officers will the selection process (ranging between 8 – 13 years old). The young carers developed questions that they wanted to ask the bidding organisations and interviewed them directly themselves; their judgements along with the views of the Officers were combined to agree who the successful bidding organisation was; it is also worth noting that the young carers' preferred organisation mirrored that of the Officers, and they described them as "amazing". All the young carers fed back that they had enjoyed the process and also learnt a lot; and from the Commissioners perspective it also gave confidence that the successful organisation was the right one for our local young carers.
4.04	Young carers are seen as an equal partner in the development and delivery of the Young Carers Support Service; young carers are regularly consulted on the delivery model and things that matter to them, so for example when NEWCIS took over the service in July 2020 young carers were consulted on how they wanted the service to be delivered and in particular how best the service could support them during the pandemic with various restrictions in place. NEWCIS recognised that previously their services had been <u>adult carer focused and wanted</u> to quickly change that image; as a result local young carers worked with NEWCIS to design a new logo for the new service.
4.05	In addition and more recently, young carers are taking an active role in the development of the new Young Carers ID Card. Young carers in Flintshire took part in the design competition to develop the nationally recognised logo for the card across Wales; we are pleased to report that one of Flintshire's young carers was the successful winner and got the opportunity in 2019 to go and spend some time with a designer to bring their vision to life – the final nationally agreed logo can be seen in 5.02. Furthermore, young carers are being consulted on the local delivery of the national model for the young carers ID card, such as what forms of ID would work best for them and their circumstances, what they want the ID to look like and also how they want to launch the ID card locally. Young carers have excellent ideas and where possible together we make these happen.

5.00	APPENDICES
5.01	Young Carers Service Specification
5.02	Young Carers ID Card – Agreed logo
5.03	Young carers and family feedback to date on the NYC service
5.04	Young Carers Feedback case studies
5.05	Young Carers Support Service – Newsletter Young Adult
5.06	Young Carers Support Service – Newsletter Young Carer

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</p> <p>Telephone: 01352 701313</p> <p>E-mail: craig.macleod@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	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.
8.02	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.
8.03	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.
8.04	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.