

HAMPSHIRE'S MULTI-AGENCY STRATEGY FOR YOUNG CARERS
2008-2012



HAMPSHIRE

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The Vision for Hampshire

1. To identify and reduce significantly the numbers of young people undertaking inappropriate and harmful caring roles, by reducing the incidence of families with care needs, and by reducing the incidences where the caring role provided by a child or young person, impacts negatively on their well being and life chances* (Key Principle 1)
2. To support young carers and their families where caring roles remain and cannot be avoided - in a preventative capacity to mitigate future difficulties

*This is one of the key proposals within the National Carers' Strategy and to achieve this for families in Hampshire all agencies coming into contact with families have a responsibility to ensure that the needs of children/young people are identified and supported and their safety is ensured

Who the strategy is for

This document is for all professionals working in statutory, voluntary or community settings.

Who are young carers?

“Young carers are children and young people (up to the age of 18) whose life is affected by looking after someone with a disability or a long-term illness.

The person they care for may be a parent, a sibling, another family member or a friend, but need not necessarily live in the same house as them. The care they give may be practical, physical and/or emotional.

The terms “disability” and “long term illness” do not just mean a physical disability or illness, but also cover, for example, mental illness, learning disability, or substance misuses, frailty or old age”

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Foreword

Hampshire County Council and Health Trusts are committed to ensuring that young carers are supported to achieve the same life opportunities as their peers and the agencies signing up to this strategy will promote inclusion.

It is a priority to ensure that the health needs of young carers are recognised and met by the National Health Service, including GPs, Health Visitors, School Nurses and associated professionals.

The key principle of the strategy however is to work towards reducing the number of children/young people providing an inappropriate level of care. Supporting the young carer's whole family is integral to achieving this key principle.

We are confident that during the timescale for this strategy progress will be made in providing support to young carers and their families.

To be signed by:

Executive Member's Children's Services

Executive Member Adult Services

The Director of Children's Services

The Director of Adult Services

Hampshire Children and Young People's Partnership

Chief Executive of Hampshire Primary Care Trust

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The Action Plan supports the five key outcomes for Every Child Matters, which all agencies should be working to. (See Appendix 1) and the six Key Principles of Practice:

1. There is a need to safeguard children by working towards the prevention of children undertaking inappropriate care of any family member.
2. The key to change is the development of a whole family approach to needs led assessments, to ensure that service provision is child focused and family orientated.
3. Young carers and their families are the experts in their own lives and as such must be fully involved in the development and delivery of support services.
4. Young carers will have the same access to education and career choices as their peers.
5. It is essential to continue to raise awareness of young carers and to support and influence change effectively. Work with young carers and their families must be monitored and evaluated regularly.
6. Local young carer projects and other services who work directly with young carers should be available to provide safe, quality support to those children who continue to be affected by any caring role within the family.

Funded by the Department of Health, The Children's Society has developed **Key Principles of Practice** which are intended to be used along side legislation and guidance already in place to enable agencies to respond to the recommendations of national policy which affects young carers and their families in ways that are sensitive to their needs. Using the Key Principles of Practice will help ensure the best use of resources and promote whole family working.

They will also enable practitioners to deliver best practice based on the five aims of Every Child Matters.

The Strategy will complement both the National Carers Strategy and Hampshire Carers' Strategy. The strategy links to the Hampshire Children and Young People's Plan, Taking Responsibility and Local Area Agreements.

It is important to recognise that:

Young carers may be unidentified hence there is a need to develop practice which will enable young carers to be identified and for families to feel able to ask for support. Professionals working with a family should consider not just what the young carer does, but why they do it and what impact it is having on their life.

The reasons why children undertake inappropriate levels of care may be complex and to resolve them may require a multi-faceted approach.

"Whole Family Pathway" <http://www.youngcarer.com/showPage.php?file=1111523736.htm> procedures need to exist so that the same principles are adhered to whichever route is taken to access an assessment and other services. This will require inter-agency collaboration and planning at both strategic and service provision levels.

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Timely effective assessments of both the person who needs care and the whole family could prevent a child undertaking inappropriate levels of care in the first place.

Achieving the Vision for Hampshire:

“We need to make sure that we, collectively, support young carers to do well against the five outcomes of Every Child Matters and we need to know whether all our efforts, including those of schools and those who support them, are really having that effect”

(Councillor Mrs Patricia Banks Executive Member for Children and Families)

This Four Year Strategy Sets out How the Vision will be Achieved

1. Promoting a positive culture by:-

- Improving systems by which young carers can be identified
- Encouraging a culture of openness so that young carers and their families have the confidence to come forward and are not afraid to admit their caring role
- Acknowledging that young carers and their families are the experts in their own lives and as such must be fully involved in the development and delivery of support services (Key Principal 3)
- Continued awareness raising across all agencies

2. Identification of young carers

- Have agreed identification, referral and assessment protocols between adults' and children's services (including schools, health care workers, Adult Mental Health Team) when working with families where there is the potential for children to undertake inappropriate levels of care and responsibility.

3. Using a whole family, interagency approach to assessments and service delivery. (Key Principle 2)

- Continuing to support existing services for young carers and aim for equity of services in relation to quality across the county (Key Principal 6)
- Developing joint protocols between Adult's & Children's Services which identify responsibilities and accountability to these children and their families
- Maintaining on-going multi-agency training

4. Supporting young carers and their families in order to reduce the number of young people where caring is impacting negatively on their well-being (Key Principle 1)

- Ensuring that families have access to or are given appropriate information about services and choice and are enabled to access them
- Ensuring young carers have the same access to education and career choices as their peers (Key Principle 4)
- Ensuring young carers have the same access to social activities as their peers

5. Raising awareness about young carers, their families and their issues. (Key Principle 5)

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- To ensure that relevant agencies and the general public are aware of young carers, the caring role they undertake and the impact this may have on them and their family's life.

We will ensure all work with young carers and their families is monitored and evaluated.

1. Support to Young Carers in Hampshire

- 1.1 Support to young carers in Hampshire has developed over the last fourteen years via a variety of resources, and is valued and appreciated by the young people and their families – particularly where support is available either from within a school and/or is, provided by a young carer project.
- 1.2 The Strategy for 2008-2012 builds on the work undertaken as a result of the first multi-agency strategy which was published in 2005.

1.3 Current Established Provision

- 1 The Multi-Agency Advisory Group (for young carers)
- 2 Education Providers
- 3 Young Carer Projects
- 4 Young Carer county development workers
- 5 The Connexions Service
- 6 Young Carers' Policy "Taking Responsibility"
- 7 Young Carers Strategy 2005-2008
- 8 Others (e.g. YC in the community - voluntary sector etc.)

1.4 Education Providers

Hampshire

Support for young carers in schools in Hampshire is variable at present, but some educational establishments offer:

- A dedicated member of staff for young carers
- A support group
- A notice board giving information for young carers

In some districts young carer projects work in partnership with schools to offer a range of support which may include:

- Schools worker, information & awareness raising assemblies, PSHE sessions, support groups, one-to-one support, after school support groups, staff training, SAP (Student Assistance Programme) groups.

1.5 Guidance from Central Government

- *The Department for Children, Schools and Families* (DCSF) has raise the awareness to Young Carers' and their needs and provides advice and guidance to schools and Local Authorities in its Guidance on Behaviour and School Attendance
<http://www.teachernet.gov.uk/wholeschool/behaviour>

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- Publication of the Children's Plan 2007 - The Children's Plan states that, for young carers - services should adopt a whole family approach. This means that children's and adult services must have arrangements in place to ensure that no young person's life is unnecessarily restricted because they are providing significant care to an adult with an identifiable community care need.

http://www.dfes.gov.uk/publications/childrensplan/downloads/Childrens_Plan_Executive_Summary.pdf & http://www.dfes.gov.uk/publications/childrensplan/downloads/The_Childrens_Plan.pdf

- Drawing out specific references in Personal, Social and Health Education (PSHE) and Citizenship curriculum frameworks <http://www.dfes.gov.uk/>
- Revising the standards for Qualified Teacher Status
- Issuing guidance on bullying at <http://www.dfes.gov.uk/bullying>
- Funding the Parentline Plus free helpline for the parents of children who are victims of bullying — 0808 800 222 – Although they don't specifically support disabled parents
- References to young carers are also built into the DCSF's guidance to schools on bullying- safe to learn; embedding anti bullying work in schools (see in particular annex B) www.teachernet.gov.uk/wholeschools/behaviourandbullying
- Commissioned the publication key Principles of Practice The Children's Society 2008

The Department for Children Schools and Families & The Cabinet Office have also published guidance:

- **Think Family: Improving the Life Chances of Families at Risk 2008** which sets out a vision for a local system which improves the life chances of families at risk and helps to break the cycle of disadvantage.

It sets out a vision

- Where an individual's needs are looked at in the context of the whole family, so clients are seen not just as individuals but also as parents or other family members.
- Where there are young people take on caring roles, that there is work to ensure, they receive adequate support and services which safeguard their childhood and aspirations as children and young people.

The strategy will build and develop on current provision by: -

Encouraging each school to have a designated member of staff for young carers; encouraging young carers to feel confident to identify themselves and take advantage of the support available; ensuring that when young carers are identified their attainments are monitored and support given so that they are not underachieving academically because of their caring role; ensuring procedures are in place to support the regular school attendance of any young carers.

1.6 Young Carer Projects (Key Principle 6)

There are currently seven young carer projects in Hampshire providing support to young carers. This support may include counselling; advice on school related matters; discussion/advice on specific topics chosen by the young people such as healthy eating; and participation in social and sporting activities

The projects are self-funding apart from an annual grant currently provided from Hampshire County Council Children's Services Department. This grant, which is due to end in March 2009, enables the projects to

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- Offer a strategic countywide project approach to supporting young carers in Hampshire;
- Enhance the quality of service delivery to young carers and their families.

Together the projects form Hampshire Young Carers Alliance (HYCA).

HYCA aims to share and deliver good working practice in line with *Every Child Matters*, support young people with significant caring responsibilities and develop relationships with Children's Services and other statutory agencies with a single county-wide voice.

HYCA supports all the 6 key principals of practice, in particular Key Principle 6 – to provide safe, quality support. Projects will facilitate peer support for young carers and provide direct support to young carers.

Whilst each HYCA project is unique and has varying levels of resources all will aspire to deliver a range of different services which may include:-

- Age appropriate activities – trips, workshops and support groups
- Schools work and homework clubs
- Developing Life Skills
- Awareness raising and training on young carers issues
- Whole family work e.g. parenting support and signposting

The strategy will build and develop on current provision: -

“Hampshire County Council recognises and fully supports the work undertaken by the Young Carer Projects. It recognises the value of this work and will continue to support the projects by working with them. Although it may not always be able to provide financial support, the County Council will aim to provide support “in kind” which will benefit the projects.”

1.7 Young Carer County Development Workers (Key Principle 1,2,3,4 and 5)

Hampshire County Council Children's Services Department has been funding the salaries of two development workers from Carers' Grant monies for the period 1st April 2006 – 31st March 2009. These post-holders are employed and managed by The Children's Society and their role is to:-

- Promote the provision of support to young carers
- Work with existing services at a locality level in order to raise awareness and enable them to meet the needs of young carers within a holistic family centred environment;
- Promote good practice by all agencies so that the needs of young carers are addressed wherever they may come into contact with or seek help from.

The strategy will build and develop on current provision by: -

“Ensuring that the role of the Development Workers continues to meet the needs of young carers in the county”

1.8 The Multi-Agency Advisory Group (for young carers) (Key Principle 1, 5)

The role of the group is to

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- monitor the continued development of community based services for young carers and support Development Workers at a strategic level
- approve and help develop county-wide policies, procedures and protocols for young carers
- oversee the deployment of joint resources to meet joint strategic objectives
- examine research at local and national levels and use these to inform planning and development
- ensure the views of young people and their families are taken into consideration and included in service development

The group has also identified areas of work to be undertaken by the Development Workers. This currently includes:

- Working more closely with schools and colleges to enable them to provide more support for young carers
- Raising the awareness of, and identifying ways in which staff from health services – initially GPs – can identify and support young carers in families with whom they have contact
- Identifying and developing best practice for those young carers who have offended or may be at risk of offending

The strategy will build and develop on current provision: -

“The Advisory Group will continue to operate and monitor the development of services for young carers and provide support to the Development Workers. The Action Plan for the Strategy will be taken forward, supported and monitored by this group.”

1.9 The Connexions Service

Staff delivering Connexions services offer information, advice and guidance to all young people in the age range 13-19 and for those with learning difficulties and disabilities up to the age of 24. They provide a range of services including personal support to young people who have issues related to staying in learning and to those who perform the role of young carer. Staff have close links with other agencies and organisations delivering services in their various localities and co-operative working practices are encouraged.

With effect from April 2008 Connexions services in Hampshire will be delivered by Hampshire County Council as part of Children's Services Department range of provision. Initially services will, as far as possible, continue to be delivered as before. With effect from September 2008 a new model of service delivery will be adopted and staff delivering services to young people will either be deployed to teams working in the nine 14-19 Consortium areas or will be deployed to teams working in the eleven district council areas.

Details of local services can be obtained from local managers the contact details of which are available from the Hampshire County Council Contact Centre - 0845 603 5638; Local Number 01329 225398 or info@hants.gov.uk;

1.10 The Children's Fund

The Children's Fund has also supported the young carer projects via grants for Fareham and Gosport via KIDS (£4,930 and £8,108 respectively), Test Valley – Exploration Project £19,500, Winchester £1,600, Romsey £1,000. Young Carers Initiative (Include) £23,700

It has also funded the development of countywide information materials for both professionals and families based on consultation with young carers and their parents.

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1.11 Young Carers Policy

The document "Taking Responsibility" (August 2003) is an interagency policy for supporting young carers.

The strategy will build and develop on current provision: -

The "Taking Responsibility" document will be reviewed and republished in 2008 and will complement the Young Carer Strategy.

1.12 Young Carers Strategy

The current strategy was for the period 2005-2008. This strategy will build and develop on the work undertaken as a result of the 2005-08 document.

1.13 Hampshire Children and Young People's Plan

Young carers are identified as a priority group within the Children and Young People's Plan (CYPP). The CYPP Partnership recognise this as a group requiring greater needs analysis, especially with regard to how performance is measured against the five core outcomes of Every Child Matters. A board member of the CYPP Management Board is from an organisation providing services to young carers.

The need to have more information and data on young carers is highlighted as a key required outcome of the CYPP.

1.14 Drug and Alcohol Advisory Team Protocol (DAAT)

A Protocol is being developed between Hampshire, Southampton, Portsmouth and Isle of Wight Local Safeguarding Children's Boards (LSCB), Children's Services, Primary Care Trusts, and drug and alcohol services and the Hampshire Partnership Trust the purpose of which is:

- To safeguard and promote the welfare of children and young people (including young carers) whose lives are affected by parents/carers using drugs/alcohol or by parents/carers with mental health problems;
- To promote effective communication between drugs/alcohol, mental health, primary health care services and children's services;
- To identify and promote good practice by encouraging services involved to work together in the assessment and care planning for families and by enabling families themselves to fully participate whenever possible in the process.

These guidelines have been prepared for the many statutory, non-statutory, voluntary, independent sector and primary care services in Hampshire and the Isle of Wight who work with parents/carers with mental health and/or drug/alcohol problems.

All practitioners will be expected to use this protocol when they have contact with:

- an adult with drug/alcohol or mental health issues who is caring for a child
- a child whose life is affected by a parent or carer's use of drugs/alcohol or mental health problems.

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Appendix 1

Legal Framework

The Children Act 1989
Framework for the Assessment of Children in Need and their Families 2000
Carers and Disabled Children Act 2000
Carers (Recognition and Services) Act 1995
Young Carers Service Framework (Quality Protects 2003)
The Children Act 1994 – Every Child Matters
Carers (Equal Opportunities) act 2004
Mental Health Act 1983

Hampshire Framework

Children and Young People's Plan
Young Carers Strategy 2005 – 2008
Taking Responsibility

Every Child Matters

The five outcomes of Every Child Matters: be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic well-being, are universal ambitions for every child and young person, whatever their background or circumstances. Improving outcomes for children and young people underpins all of the development and work within children's trusts.

The outcomes are mutually reinforcing. For example, children and young people learn and thrive when they are healthy, safe and engaged; and evidence clearly shows that educational achievement is the most effective route out of poverty.

The key principles, agreed by Central Government, are also identified where appropriate.

Research has identified that children and young people usually have poorer life outcomes if they experience multiple disadvantages including poor schooling, poor parenting, living in a disadvantaged neighbourhood, parental unemployment, being a young carer.

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Appendix 2

Resources

The Princess Royal Trust for Carers - <http://www.youngcarers.net/> or for professionals - <http://www.youngcarers.net/professionals>

The Children's Society Young Carers' Initiative - <http://www.youngcarer.com/showPage.php?file=index.htm>

Hampshire Young Carers Alliance – <http://www.hyca.hampshire.org.uk/>

Young Carers Research Group, Loughborough University - <http://www.lboro.ac.uk/departments/ss/centres/YCRG/>

Hampshire County Council – Information and Links - <http://www3.hants.gov.uk/childrens-services/youngcarers.htm>

Contacts

The Children's Society Include Project
1st Floor, Calford House
4 Commerce Park, Wessex Way
Colden Common
Winchester SO21 1WP

The Princess Royal Trust for Carers
Winchester Carers Centre
68 St Georges Street
Winchester
SO23 8AH
Tel:01962 842 034
Fax:01962 848 029
E-mail:winchester@carercentre.com
Web site:www.carercentre.com

Young Carer Projects:

Andover Young Carers
Churchill Bungalow, admirals way
Andover
Hampshire
SP10 1QG
01264 333788
youngcarers@btconnect.com

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Eastleigh young carers project
One Community,
16 Romsey Road
Eastleigh
Hampshire
[SO50 9AL](#)
02380 902465
ycarers@1community.org.uk

Havant young Carers Project
Hampshire County Council Children's Services
The Original Place Youth centre,
136 Purbrook way
Havant
Hampshire
[PO9 3SU](#)
023 92472813
Fax: 02392485130

Kids - Fareham and Gosport Young Carers
Kids Family centre, Delta House
Fareham
Hampshire
[PO16 0QS](#)
01329 242960
a.cross@kids-southeast.org.uk

Rushmoor and Hart young carers
Kandy Redwood /David Hewlett
Hampshire County Council,
Grosvenor Road
Aldershot
Hampshire
[GU511 3dp](#)
01252 814788
kandy.redwood@hant.gov.uk / david.hewlett@hants.gov.uk

Winchester & District Young Carers Project
68 St George's Street
Winchester
Hampshire
[SO23 8AH](#)
01962 848039
office@wycp.org.uk

Romsey Carers Forum – Young Carers Project
9 Love Lane
Romsey
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