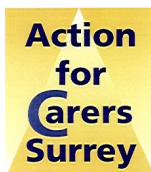


INTERAGENCY STRATEGY FOR YOUNG CARERS IN SURREY

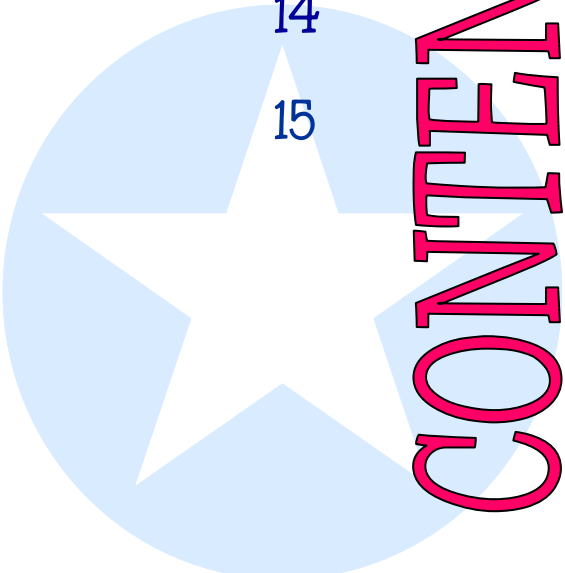


2011 ~ 2014

Surrey and Borders Partnership 
NHS Trust



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Being a child growing up in today's world can be an exciting time with many opportunities to enjoy life and participate in new experiences. However, we are aware that for some children and young people access to these life opportunities can be difficult for a variety of reasons. One particular group who face additional challenges in their lives are young carers.

We want to ensure that awareness of young carers, their responsibilities and needs, are fully recognised in Surrey by all organisations working with them. It is essential that Local Authorities, Health Trusts and all partners, both statutory and in the voluntary sector, work together to support this group to achieve their aspirations, make informed decisions and fulfill their true potential.

We want to ensure that all children and young people who are carers, or are cared for by others, will be protected from harm and have the support they need to develop and thrive in their personal lives, to be healthy and happy, to enjoy and achieve at school and college, and to make a positive contribution to society in Surrey and subsequently in the wider world..

An Ofsted report "*Supporting young carers: Identifying, assessing and meeting the needs of young carers and their families*" (June 2009) found that nationally across many local authorities, the impact of caring responsibilities for carers under the age of 18 are neither identified nor fully understood by social care professionals for a variety of reasons.

To address this, we have agreed a joint protocol for staff in both Adult Social Care and Children's Services, as responsibility is frequently shared between both services. We ask that other agencies take similar action to help ensure that young carers are better identified and better supported .

We look forward to seeing the progress made over the life of this three year strategy and ultimately the improvement of the outcomes for young carers and their families.

Nick Wilson,
Strategic Director for Children, Schools and Families

Sarah Mitchell,
Strategic Director, Adult Social Care



1

The vision for Surrey's Young Carers strategy

Achieving the aims detailed in this strategy will require a multi agency approach and commitment from all stakeholders. This strategy recognises that young carers do not care in isolation from the rest of their family - their support needs must be considered in the context of their whole family.



We want to ensure that children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

We also want to ensure that independent young carers services in Surrey and other targeted services who work directly with young carers should be able to provide safe, quality support to those young people who continue to be affected by any caring role in their family.

"We want to encourage staff in all agencies to be pro active in recognising and supporting Young Carers and their families and for this to be recognised as being "everybody's business".

"Some wouldn't mind but some have told teachers and then had their situation discussed in class. This has then put them off saying anything in the future. So if it happened in primary school, they would remember and not tell anyone"

2

Who are Young Carers?

a. Definition

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

The term "disability" and "long – term illness" do not just mean a physical disability or illness, but also cover for example mental illness, learning disability, autism, substance misuse, frailty or old age.

Young carers may carry out significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development. Young people may care for parents with periodic spells of illness, where in an acute phase the caring is sudden and intense. Young Carers may also look after family; parents, brothers or sisters who are disabled.

b. 2001 Census data

It is estimated that at least 175,000 children and young people in the UK, some as young as five or six, care for sick and disabled members of their family. This figure suggests that there are at least 3,000 young carers in Surrey. However, the census figure is likely to be an underestimate, given this was dependent on the person completing the questionnaire recognising the caring role of the child or young person. The majority of young carers care for up to 19 hours per week, but some care for between 20 and 50 or more hours per week. Many children and young people are caring for more than one parent or sibling. Young carers are largely hidden and it is, therefore, difficult to know how many young people with caring responsibilities there are - both nationally and within Surrey.

The hidden nature of many young carers also means they are at risk of having their own well-being adversely affected or find themselves in an unsafe or unprotected home situation.

Based on the 2001 census data, it follows that at least 5 out of every 100 adults will have been a young carer at some time in their childhood.

Figures produced by Saul Becker of the Young Carers Research Group concerning the incidence of caring among children and young people show:



- ★ 12 million children in the UK
- ★ 3 million children (23% of all children) live in households where there is chronic physical or mental health problems, illness or disability
- ★ 175,000 children in UK (150,000 in England & Wales) are 'young carers'
- ★ 1.5% of all children, and 6% of all children living in families with illness/ disability, are identified as young carers in the UK

In the year 2009/10 the young carers projects in Surrey provided some form of information, advice or support to 1231 young carers with 728 being supported at the end of March 2010.

Of the whole year total of 1231 young carers:

- 9.5% were from an ethnic minority background
- 58.2% looked after an adult with a disability or long term condition
- 41.8% helped look after a disabled child (their brother or sister)

On November 17th 2010 the BBC published a survey, which revealed there are about 700,000 young people (under 18s) in the UK caring for family members, about four times as many as previously estimated from a 2001 census. The results showed that 8% of children of school age (one in 12) have caring responsibilities. These are the UK's hidden army of young carers.

c. Importance of Identification of Young Carers

The identification of young carers is a key priority addressed in the action plan of this strategy. Young people should not be expected to carry the same caring responsibilities as an adult so their identification is the first step in enabling them to have the same life opportunities as other young people.

Factors contributing to the under identification of young carers are:

- Lack of awareness by a professional in contact with a child and/ or their family
- Poor information systems collating data about young carers
- Young carers and their families reluctance to be identified
- Children / young people not seeing themselves as a young carer

There is an increasing focus on work in schools to ensure school staff and other professionals working with them have the training and skills to recognise young carers. We want to see designated staff members for young carers in each school in order to improve the outcomes for this vulnerable group of young people. We also want to ensure that young carers in other educational settings such as colleges or home tuition are identified and have access to support.

It is also important to recognise that some young carers may be in family situations that are not safe because of domestic abuse.

Equally important for both identifying young carers and maintaining their health and wellbeing is the role of the GP and Primary Care, as recognised by the General Medical Council and by work being undertaken locally in Surrey.



3 Impact of being a Young Carer

The 2008 National Carers Strategy *"Carers at the Heart of 21st Century families and Communities"* acknowledges that many young carers value the contribution they are able to make within their families, and that caring can be a positive experience, helping to foster maturity and independence and strengthen family ties.

Nevertheless, being a young carer can have a detrimental effect on the social, educational and life chances of a young person. They may experience problems at school, emotional difficulties, physical and mental health problems, isolation, lack of time to enjoy leisure or be with their peers, feeling different, pressure to keep family situation a secret, problems with transition to adulthood, lack of self esteem and feeling that they are not being listened to or supported.

4

Why do we need a Strategy?

The 2008 National Carers Strategy "*Carers at the Heart of 21st Century families and Communities*" has five key objectives of including that ...

"children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes."

The Coalition Government have expressed strong support for the National Strategy and have announced a public consultation on plans to "Refresh" the National Strategy.

"Let us not forget about young carers. Officially, there are 175,000 of them, but I think that we all know that that figure is just the tip of the iceberg and that there are significantly more. Young carers are children who do not have a recognisable childhood because of their caring responsibilities. They do amazing things to support parents, brothers or sisters, but they need considerable support themselves. They need tailored and integrated support, with schools, social services and community groups working together to ensure that they have the same opportunities as other young people: a good education; good health; training opportunities; a social life; and, yes, the ability just to be children and have fun, which is what childhood should be about."

Minister of State for Social Care, **Paul Burstow** 1 July 2010

The Surrey Joint Carers Commissioning Strategy identifies support for young carers as a key priority. To complement this, partner organisations in Surrey have agreed to develop a revised Multi-Agency Young Carers Strategy designed to improve recognition of young carers and increase support for them.

This Young Carers Strategy sets out the key strategic aims to support young carers, how these will be achieved, those responsible for delivering these outcomes and the timeframe for achieving the objectives.

It provides multi-agency values regarding young carers and guiding principles for operational staff to deliver overall strategic objectives.



This strategy sets out to achieve the creation of medium to long-term sustainable processes that will enable all young carers to have the same life chances as other young people and support their continued development into adult life.

Although the implementation of this strategy is not dependant on high cost investment, it is expected that resources will be made available within current budgets.

The implementation process requires the adoption of this strategy and the action plan by all key stakeholders, ranging from elected members to young carers themselves.

The first stage of the implementation process will be concerned with achieving collective ownership of the proposed strategic outcomes and associated values and principles prior to addressing operational actions.

Our universal services – such as schools, GPs, youth services – have a vital role to play in our young carers' lives. All agencies need to embed their understanding of the pressures and challenges that face young carers into their core operations. These settings must also have the knowledge and capacity to offer support and practical guidance to young carers they meet in their services.

To assist with this, we need to ensure there is tailored support available through universal and targeted services, such as in schools, youth support, play services, and more specialist services such as mental health services.



The support, understanding and practical guidance young carers receive through these settings can make a significant difference to their lives. Where it is lacking, young carers say it adds substantially to the pressures and problems they face.

5 Who is this strategy for?

We want young carers to be able to access the same range of universal, targeted and specialist services as other children and young people. This is the starting point for our strategy: to build on our range of services by enhancing and embedding professionals' understanding of the challenges and barriers young carers face. This strategy will be of importance to all those in the children's workforce and adult health and social care. We intend this strategy to be only one part of a wider toolkit of resources for professionals across the children and family workforce to draw upon.

Over the course of the strategy's life, a range of additional guidance, information and training will be developed with young carers and their parents, which will support the implementation of our vision for young carers.

6

Significant pieces of legislation for young carers

The Children Act 2004 highlights the importance of providing services to children and young people by preventing the escalation of need and therefore a direct relationship to the preventative services young carers may require.

This is supported by legislation related directly to the rights of carers (including young carers) and targeted guidance for meeting the needs of young people (including carers) :

- ★ Children Act 1989
- ★ The Carers (Recognition and Services) Act 1995
- ★ Carers and Disabled Children's Act 2000
- ★ The Framework for the Assessment of Children in Need and their Families 2001.
- ★ National Service Framework for Children, Young People and Maternity Services.
- ★ Children Act 2004 – Young Carers are an "at risk" group and need support
- ★ Carers (Equal Opportunities) Act 2004

The Carers legislation links to both the Children Act and assessments for children and young people and also to Community Care Assessments for adults.

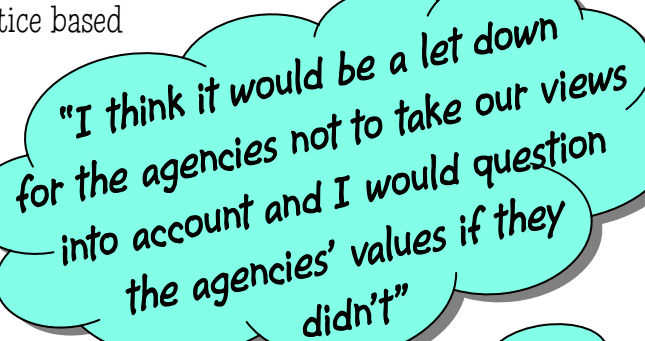
The forthcoming Equality Act will also have significant implications for young carers and their families as the legislation outlaws discrimination against both disabled people and carers

7

Underpinning principles of the Strategy

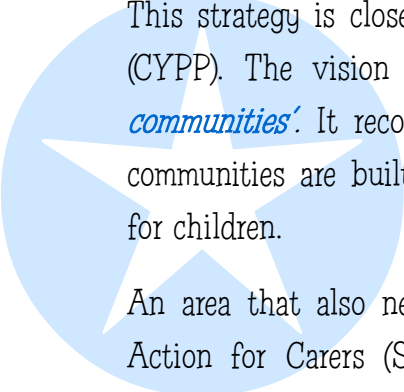
The strategic actions aim to ensure the five practice based aims of "*Every Child Matters*" are delivered:

- ★ Being Healthy
- ★ Staying safe
- ★ Enjoy and achieve through learning
- ★ Making a positive contribution
- ★ Achieving economic well-being



"I think it would be a let down for the agencies not to take our views into account and I would question the agencies' values if they didn't"

The National Carers Strategy *Carers at the heart of 21st century families and communities'* in June 2008. sets out an agenda for support to carers over the next ten years, ranging across the span of Government responsibilities. It addresses health and social care, employment matters and young carers' issues. It stresses the need to support families so that children and young people do not have unreasonable levels of caring responsibilities.



This strategy is closely informed and aligned with Surrey's Children and Young People's Plan (CYPP). The vision set out in the CYPP is for '*strong families at the heart of strong communities*'. It recognises that strong family networks are the foundation on which strong communities are built, and that families have a crucial role in securing the best start in life for children.

An area that also needs further development is how young adult carers access support and Action for Carers (Surrey) are to undertake a research and development project to explore how this group of carers can be better supported.

The cornerstone of this strategy must be to ensure that the views of young carers form the heart of all that we do. Throughout the action plan, we need to demonstrate that young carers views have been sought and acted upon.

8 How will the vision be met ?

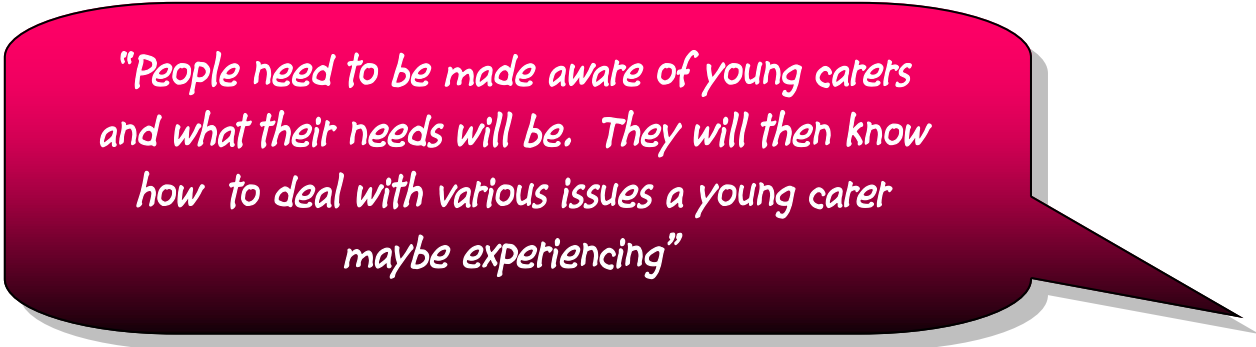
Implementing this 3 year strategy requires joint working and partnership between both statutory and voluntary organisations.

Young carers in Surrey are vulnerable children and young people and therefore it is incumbent on all agencies to ensure that their needs are acknowledged and addressed, in line with national guidelines and responsibilities.

The action plan of this strategy sets out **5 key areas** of work with actions, outcomes and accountabilities.

These are:

1. Promoting a positive culture.
2. Identification of young carers.
3. Using a whole family interagency approach to assessments and service delivery.
4. Supporting young carers and their families in order to reduce the number of young carers where caring is impacting negatively on their well being.
5. Raising awareness about young carers and their issues.



"People need to be made aware of young carers and what their needs will be. They will then know how to deal with various issues a young carer maybe experiencing"

9 Services for Young Carers in Surrey

Young carers in Surrey currently have access to a range of specific services :

a. Young Carers services:

Surrey Young Carers - a service of **Action for Carers** (Surrey) and **Mid Surrey Young Carers** - a project of Surrey Clubs for Young People - together provide a service to young carers across the whole of Surrey. Their aim is to identify and support young carers to achieve their full potential in social and educational settings They can offer the following services to young carers:

- advocacy, information and advice on a one to one basis
- time out from their caring role including young carers groups, outings and activities, residential breaks, issues based workshops
- peer support
- opportunities to have their views listened to through the Young Carers forum, the Surrey Young Carers website and newsletter
- access to small grants for equipment or activities that will benefit the young carer.

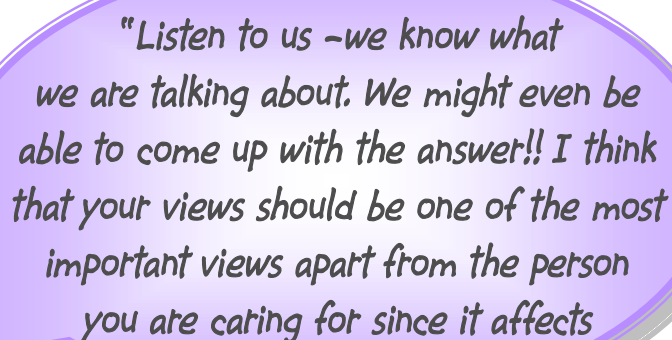
They also work in partnership with professionals in both social care and educational settings to increase awareness of young carers issues and encourage greater support for young carers and their families from all agencies. In particular, Surrey Young Carers have developed specialist curriculum materials for both primary and secondary school use. They deliver teacher briefings and assemblies and work with schools to identify young carers, set up young carers groups in schools and develop.

b. Carers Direct payments:

Where a need has been identified in either a young carer's assessment or a service user's care plan, a young carer under 16 can access a one off direct payment of up to £500 , administered by Surrey

Independent Living Council (SILC).

These payments could, for example, be for leisure activities, a holiday or equipment such as a computer or software or internet connection, where this may help the young carer's education or support their social inclusion.



"Listen to us -we know what we are talking about. We might even be able to come up with the answer!! I think that your views should be one of the most important views apart from the person you are caring for since it affects

10 How Young Carers will participate in the Strategy

Those young carers who are interested can attend the Surrey wide Young Carers Forum which meets regularly to enable young carers to share their views on their needs, what services they want and how they want these delivered. These views are fed into both the operational and planning processes for the specific young carers services and the wider strategic planning processes of the statutory agencies.

This Young Carers Strategy Action Plan will be presented to the Young Carers Forum for their comments as well as being more widely available for comment on the Surrey Young carers website. Young carers will be asked how they will want to participate in these discussions and how they wish their views to be represented.

Young carers views will remain at the heart of this Strategy and an early action will be to set up an agreed mechanism for their representation in discussions on this.



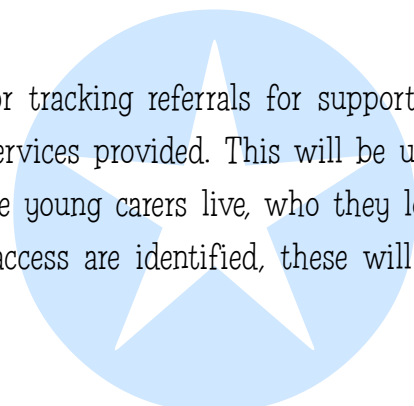
11 Fair treatment for All

Support for young carers needs to be available where ever they live, what ever the type of disability of the person they care for or the ethnic background of the family. The need for this has been strengthened by the Equality Act 2009.

Some Young Carers may themselves be disabled. For example, young carers may need translation from BSL translators. Where English is not the first language of the young carer or the person they look after translation services may also need to be provided. Where a young carer has a role in helping the person they look after to communicate, care must be taken to ensure that this does not prevent the young carer from communicating their own needs.

Staff working in young carers support services also need to have disability awareness and equalities training.

The Young Carers Strategy Group will develop a system for tracking referrals for support to young carers made to partner agencies and about support services provided. This will be used to monitor whether there is equal access according to where young carers live, who they look after and their ethnicity. Where issues about equality of access are identified, these will be addressed through the Action Plan for the Strategy.



12 Making it happen: Monitoring progress

The Inter Agency Strategy Group will provide an annual report to the Surrey Carers Commissioning Group and all partner agencies on progress in achieving outcomes under this strategy.

The Strategy Group and Young Carers Forum will regularly monitor progress in implementing the Action Plan. The Strategy Group will work with all partners supporting the strategy to agree timescales and monitor progress. Updated versions of the Action Plan will be produced at least twice a year to help provide feed back on progress and assist statutory agencies in reporting to their respective regulators.

The system devised to track referrals and support will enable the Strategy Group and partner organisations to set targets for improvement.

The Strategy Group will work with the will work with the young carers forum to agree a young carer friendly version of the Surrey Carers Charter and highlight key outcomes.

"The group is a chance for us all to get together and chat about our roles as young carers. There is always someone to talk to if you have any problems and as you know that you are all young carers, you feel you can talk about things that you wouldn't necessarily talk about with your friends"



INTERAGENCY STRATEGY FOR YOUNG CARERS IN SURREY

2011 – 2014

Multi Agency Action Plan
Version 4: 31/03/2011



1. Promoting a positive culture

Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
1.1: To encourage a culture of openness so that young carers and their families feel confident to identify themselves	Staff / volunteers in all relevant agencies to have access to information to enable them to understand the impact of caring on a young carer and why a young person may be undertaking an inappropriate caring role.	ALL	Staff will be more aware and better able to identify young carers, so young carers will feel more confident and safe to share details of their caring role and it's impact on their life	2011	A guide for people working with young carers (including both staff and volunteers) in Health Social Care has been produced and distributed (A guide for staff in Schools produced by SCC schools project).
	Training and information on young carers issues to be part of induction training offer to relevant staff in all agencies (e.g. attendance on multi agency carer awareness training, development of information packs, team briefings) Include young carers issues in a new E Learning package.	ALL	Staff will understand the issues young carers face and be better able to support / signpost them Increased number of staff attending young carer awareness training Evidence of use of the E-Learning Package will be able to be monitored via partners agencies intra nets	2011-12 2010/11	A young carers assessment training module has been commissioned from Skills for Care to provide a follow on course to complement the main carers assessment training course. (adapting similar course used in Children's Service – to be developed through Surrey Young Carers with Mikki Toogood and ACS Learning and Development).



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
1.2: Agencies working with families will acknowledge that young carers and their families are experts in their own lives and must be fully involved in the development and delivery of support services	Views and strengths of family and of each individual, including young carers, recognised and included in any assessment process	ALL	Any assessment of a family by any agency recognises and records the family strengths and views and those of each individual member including young carers		<p>Link to national whole family agenda. A mental health “Think Family” event held Sept 2010 was attended by 120 people with a waiting list of 180).</p> <p>Organise follow up events for both Mental health and Adult Social care (in both cases together with children’s services staff)</p>
	Young carers and their families are consulted on the development of any strategies, plans or information materials Young carers and professionals receive regular feedback on the strategy and it’s action plan.	ALL	The views of young carers and their families are reflected in all relevant strategic and operational plans. Agreed mechanism is established for young carers to input to the Strategy discussions - including monitoring progress and quality of outcomes.	Ongoing To be in place April 2011	<p>The Surrey Young Carers Forum provides a key mechanism for giving young carers a voice and there are young carers involved in Multi agency young carers strategy group.</p> <p>Young carers issues will be a key element of a revised Surrey Joint Carers Commissioning Strategy which will be developed to respond.</p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
<p>1.2 contd: Agencies working with families will acknowledge that young carers and their families are experts in their own lives and must be fully involved in the development and delivery of support services</p>	<p>Young Carers Champions identified for each service / team</p>	<p>ALL</p>	<p>Young carers experience and improved understanding of their needs.</p>		<p>An increasing number of schools have a nominated link person for young carers.</p> <p>For many teams the young carers champion role can be linked with the general carers champion role.</p> <p>Skills for Care have commissioned work to develop a Surrey Carers Champion scheme for health and social care sector in general.</p>



2. Identification of Young Carers

Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.1: To develop a system enabling young carers to be identified and supported within school and other educational settings (such as colleges and home tuition).	Provide information on young carers and services to support them to Home School Link Workers and other names link workers	SCC Schools & Learning	Improved identification and recognition of Young Carers in school	2011	A new reporting system to monitor sources of referrals and service provided is to be developed to provide information about the equity of responses to young carers. This will include details of referrals from schools Future funding in question – as current funding stream ends march '11. Still unclear as to the number of posts remaining, or whether sustained from schools own funding.
	Information gathered on school enrolment form about Young carers	SCC Schools & Learning	Improved identification and recognition of Young Carers when they first join school Number of Young Carers identified in each school		Encourage schools to add on to their enrolment forms, included on the schools audit form).
	School nurses to identify and signpost Young Carers to support both within school and externally	NHS Surrey/ SCC Schools & Learning	Improved identification of Young Carers in school		Need to identify and contact whoever coordinates school nurses. Healthy Schools Programme?



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.1 contd: To develop a system enabling young carers to be identified and supported within school and other educational settings (such as colleges and home tuition).	Enable tracking of Young Carers through education system using SIMS databases	SCC Schools & Learning	Improved educational attainment for Young Carers Better transition of Young Carers from primary to secondary school Number of Young Carers moving from primary to secondary school identified and supported.		Not currently a requirement of DofE to track child from primary to secondary, so not included in Common Transfer File at present.
	Young carers identified at transition stage by pastoral leader joint meeting	SCC Schools & Learning	Young carers moving to secondary schools would be identified and supported		Discussed at SENCO meeting 27 Jan
	Young Carers basic details to be included in school database	SCC Schools & Learning	Improved identification of and information about Young Carers in school		Discussed at SENCO meeting 27 Jan and also Heads meetin
	Young carers with Special Education needs to have carer status recorded on Individual Education Plans (IEP)	SCC Schools & Learning	Young carers with Special Education needs identified and supported		Discussed at SENCO meeting 27 Jan



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.1 contd: To develop a system enabling young carers to be identified and supported within school and other educational settings (such as colleges and home tuition).	Young Carer data to be included on Service Return form	SCC Schools & Learning	Young Carers identified in each school		Explore inclusion in SIMS data base
	OFSTED to share information on number of young carers from the vulnerable children listing	SCC Schools & Learning	Number of young carers in each school will be identified (NB information not specifically requested by OFSTED and the whole framework under review.		<p>Need to discuss the development of local quality measures</p> <p>April –December 2010</p> <p>Offers of service made to 9 FE colleges in West Surrey and North Hampshire.</p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.1 contd: To develop a system enabling young carers to be identified and supported within school and other educational settings (such as colleges and home tuition).	Young carers attending colleges private and short stay schools are identified by developing links with these establishments. (NB 4S deliver CPLO training to all schools, including independents – young carers included in basic training	SYC/ MSYC	Young carers in private schools and short stay schools have same access to services and support		Visits and links made with student support staff at Guildford College, Farnham College, Godalming College, Woking College, Woking College, Strodes College and Farnborough 6 th Form College. Babcock 4S have supply of young carer leaflets for inclusion in CPLO training in private schools Visits made to colleges in the east of the county; NESOT, East Surrey College and Reigate College (note Young carers are often listed with “vulnerable children).
	Identify young carers who receive home tuition and ensure access to support.	SCC Schools & Learning and SYC/ MSYC	Young carers receiving home tuition have same access to services and support		Explore possibility of sending a questionnaire to Private schools – linked to schools audit.



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.2: To facilitate better identification of young carers in Children's services	Ensure that support packages for disabled children do not rely on an unreasonable level of caring responsibilities for young carers Improve both awareness of Young Carers Needs and professional practice	SCC Children's services	Where whole family assessments are undertaken, ensure that the needs of sibling young carers are specifically identified and any agreed action to address these needs is clearly specified Improved number and quality of young carers assessments undertaken.	2011	Children's Service now have a young carers training module developed with Children's Learning and Development A new reporting system to monitor sources of referrals and service provided is to be developed to provide information about the equity of responses to young carers. This will include details of referrals from Children's social care teams.
2.3: To facilitate improved identification and signposting of young carers by staff in the Health service	Ensure Accident and Emergency and Ward discharge protocols include identification and signposting of Young carers (e.g. review Frimley Park Hospital pilot)	Surrey NHS – Acute Trusts, SABPT Surrey Inter Agency Hospital discharge group	Young carers identified and signposted in A & E and on wards		Needs to be added to work around carers and hospital discharge (including reference to ADASS guidelines about Hospital discharge)



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.3 contd: To facilitate improved identification and signposting of young carers by staff in the Health service	Roll out GP Carers Recognition worker across Surrey to include improving identification and support for young carers in Primary Care (using the Royal College of general Practitioners GP tool kit)	Joint Carers Commissioning Group Action for Carers (Surrey) delivering from October 2010	More young carers recognised, supported or signposted by Primary Care teams	2011	<p>Roll out of GP Recognition service is underway, and workers will include young carers in their brief, linking with the young carers services.</p> <p>A new reporting system to monitor sources of referrals and service provided is being developed to provide information about the equity of responses to young carers. This will include details of referrals from Primary Care.</p>
	Child and Adolescent Mental Health service (CAMHS) staff to identify and support Young Carers in school & community	CAMHS service	More Young carers recognised, supported or signposted by CAMHS with support and advice offered to professionals on working with families		Surrey Young carers are working with CAMHS on this workstream.



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
<p>2.4: To facilitate identification of young carers by Connexions and Youth service staff</p>	<p>Connexions and Youth Service to have systems in place to identify young carers</p> <p>(Note: the Connexions service is ending in its current form)</p>	<p>Youth Service</p>	<p>Young carers recognised by both services as a priority group with whom they should be working.</p>	<p>2011</p>	<p>A new reporting system to monitor sources of referrals and service provided is to be developed to provide information about the equity of responses to young carers. This will include details of referrals from the Youth Service.</p> <p>Young Carers Projects to meet with Surrey Youth Focus to identify how the profile of the young carers can be increased within youth services. Post-Connexions, careers advice and support is bought in by individual schools. A small number at high risk of NEET (250) receive additional support, determined at school level with identified high priority groups but not currently including young carers.</p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.5: To facilitate better identification of young carers in Adult Social Care services	Ensure young carers are identified and their needs addressed in Contact Assessments and in the new Self Directed Support system.	SCC Adult Social Care	Improved number and quality of young carers assessments undertaken (including increased take up of direct payments designed to give young carers a break. Where disabled parents have a community care assessment assessments ensure that the needs of young carers are specifically identified and any agreed action to address these needs is clearly specified.	2011	A new reporting system to monitor sources of referrals and service provided is to be developed to provide information about the equity of responses to young carers. This will include details of referrals from Adult Social Care.
	Ensure that support packages for people who use services do not rely on an unreasonable level of caring responsibilities for young carers.	SCC Adult Social Care	Ensure that where appropriate support is given to disabled parents to support them in their parenting role		



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
2.5 contd: To facilitate better identification of young carers in Adult Social Care services	Improve both awareness of Young Carers needs and professional practice Improve identification and support for young carers and their families through the Care Programme Approach and carers assessments in Mental Health Services	SCC Adult Social Care SABP			Young Carers to be included in new E learning package which - mandatory training for ASC staff. ACS to distribute Guide for staff working with young carers to all relevant staff. Carers Pathway in Mental Health includes Young carers. Explicit references to young carers are included in SDS training. Carers Practice Development Manager leading response to research by Geraldine Bolam.
2.6. To facilitate better identification of young carers amongst all agencies	Inform all agencies about young carers through accessible training and development of suitable resources for their use	SYC / MSYC in conjunction with ALL	More staff in all agencies will be aware of the issues for young carers and how best to support them	2011	A new reporting system to monitor sources of referrals and service provided is to be developed to provide information about the equity of responses to young carers. This will include details of referrals from each agency. The new E learning package will be available via carersnet for those agencies that do not have the tool on their intra net. Guide for people working with young carers to be distributed widely (both online and in paper form).



3. Using a whole family, interagency approach to assessments and service delivery

Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
3.1: Young carers needs are recognised and included in any relevant strategy or policy document of all agencies	All agencies to ensure needs of young carers are addressed in any relevant strategic or planning decisions (not just carer specific)	Joint Carers Commissioning group Surrey Strategic Partnership & Thematic Boards ALL	The needs of young carers are addressed across all agencies providing services in the community (not just direct young carers or social care services)		This needs to be emphasised in the overall Surrey Carers Commissioning strategy that is being updated in line with the “Refresh” of the national Carers Strategy Needs to be driven by Young Carers Strategy Group
3.2: SCC Children’s services and Adult Social Care have a joint protocol identifying responsibility and accountability for young carers and their families	Re-launch the Joint Working protocol between SCC Children’s Services and Adult Social Care services which clearly defines the role and accountability of each service.	SCC Adult Social Care Director SCC Children’s Services Director	Joined up working for young carers and their families with consideration of whole family’s and individual members needs during assessment process.	Aim for launch April 2011	Include in general carers training programmes as well as specify young carers training.



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
3.2 contd: SCC Children's services and Adult Social Care have a joint protocol identifying responsibility and accountability for young carers and their families	Development and delivery of training on procedures for identifying and assessing young carers to be cascaded to both SCC Children's and Adults services.	SYC & MSYC / SCC Adults & SCC Children's services	Improved practice in young carers needs assessments Improved recording and monitoring of family support needs and clear action plans including prevention of crisis. Increased number of staff attending training.	2011/12	SYC provide a young carers session as part of The Children's Services training Programme. Include in new E learning programme.
3.3: SCC Children's services and Surrey NHS have a joint protocol identifying responsibility and accountability for young carers and their families	Develop and launch a Joint Working protocol between SCC Children's services and Surrey NHS (including hospital discharge procedures) which clearly defines the role and accountability of each service for young carers	NHS Surrey Associate Director Strategic Partnerships and SCC Children's service Director	Clear definition of roles and accountability in relation to support for young carers between SCC Children's services and NHS Surrey	2011 onwards	This needs to be revisited in the light of GP commissioning. Ensure that Carers Recognition work with GPs includes young carer issues



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
3.4: Improved joint working between Children's services and SCC Youth service to ensure young carers needs are addressed.	Develop and implement a protocol to ensure cross referral of young carers between agencies	SCC Children's services and SCC Youth Service	Clear definition of roles and accountability in relation to support for young carers between SCC Children's services and SCC Youth Service.	Year 2 (2012/13)	Await refocus of youth service.
3.5: Young carers and their families across Surrey have equal access to independent advocacy, information, support and breaks to suit their needs	Independent Services for young carers are commissioned to ensure equity of access and provision across Surrey	Joint Carers Commissioning group	Young carers across Surrey will have equal access to independent advocacy, information, support and breaks services.	2011/12	The carers Commissioning group will re commission services through a new strategic grants programme.



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
3.6: Where young carers are in families where there is evidence of domestic abuse liaison with Domestic abuse services should be undertaken	Young Carers Projects and Domestic abuse services to strengthen Joint working and draft guidelines for consideration by statutory Services		Increased awareness of issues	2011/12	Arrange meeting with Commissioner for Domestic abuse support services



4. Supporting young carers and their families in order to reduce the number of young people where caring is impacting on their health and well-being

Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
<p>4.1: A range of information available for young carers and their families to suit their circumstances</p>	<p>All agencies to produce and promote resources for young carers and their families</p>	<p>ALL</p>	<p>Information will be more accessible Information will be suitable for the recipient Professionals working with young carers and their families will routinely disseminate this information and signpost young carers and their families to other relevant information Increased number of sources and agencies where young carers and their families can access information e.g. via youth service, in libraries, on internet Information available in a variety of formats e.g. easy read, audio</p>	<p>Ongoing</p>	<p>A range of web based resources are available on the SYC website and it was agreed to collaborate in keeping this resource up to date. There is also a link to YC net which has a good range of nationally produced resources.</p> <p>Need to ensure the Surrey Information Point (SIP) has clear information about young carers</p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
4.2: Young carers will have the same early life chances for development as their peers	Develop awareness of importance of young carers issues amongst Children's & Sure Start centres across Surrey	SCC Children's services / SYC & MSYC	Early life chance of young carers will be enhanced Increased requests for training from Children's & Sure Start centres		April – December 2010: Awareness of SYC service made to all Children's Centres in Runnymede, Surrey Heath, Woking, Guildford and Waverley (total of 30 centres). Visits and links made with managers and outreach staff at 11 of these centres.
4.3: Young Carers will have the same access to education and career choices as their peers	Increase number of designated Schools Young Carers Link workers	SCC Schools & Learning / SYC & MSYC	The impact of caring on young carers is understood and their needs addressed within school		Highlight as an issue to consider at the Heads meetings YC Schools audit should raise awareness of the need for this
4.3: Young Carers will have the same access to education and career choices as their peers	Improve take up of Schools staff training offered by Young Carers services	SCC Schools & Learning / SYC & MSYC	Better understanding of home environment of Young Carer, the impact on their education and the support they need. Home work / study plans reflect Young Carer's needs.		April-December 2010: <u>Staff training offered to:</u> 19 schools in Runnymede 16 schools in Surrey Heath 23 schools in Spelthorne 21 schools in Woking 21 schools in Guildford 25 schools in Waverley



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
					<p><u>Staff training delivered to:</u> 2 schools in Surrey Heath v4 schools in Spelthorne 5 schools in Woking 4 schools in Guildford 2 schools in Waverley</p> <p><u>Assemblies offered to:</u> 19 schools in Runnymede 16 schools in Surrey Heath 23 schools in Spelthorne 21 schools in Woking 21 schools in Guildford 25 schools in Waverley</p> <p><u>Assemblies delivered to:</u> 1 school in Runnymede 2 schools in Surrey Heath 1 school in Spelthorne 5 schools in Guildford 4 schools in Waverley</p> <p><i>Assemblies delivered to approximately 5000 students in total</i></p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
4.3 contd: Young Carers will have the same access to education and career choices as their peers	Improve liaison between parents of young carers and school	SCC Schools & Learning	Alternative options for parent evenings for parent carers or those with disabilities. Parents of young carers have access to communication methods with school that suit their circumstances. Increase in communication between parents and school via other methods such as phone/ email/ home visits.		Highlight as an issue to consider at the Heads meetings
	Deliver young carer awareness training to School Governors and Confederation Managers	SYC & MSYC	The importance of identifying and supporting young carers is seen as a priority by Governors and Confederation managers Young carers included as priority group in school plans		April – December 2010 All Chairs of Governors have been made aware of SYC service via VT Four S Governance mailing. All Confederations have been made aware of SYC service via personal contact by Education Adviser with managers and Home School Link Workers, or via VT Four S Surrey Confederations newsletter. Surrey Heath Confederation,



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
					<p>Woking Confederation and East Guildford Confederation have taken up briefings for staff.</p> <p>A statutory requirement for nominated Governor for LAC Copy Schools Audit form to chairs of governors, for information</p> <p>Approach 4S re access to Governors meetings</p> <p>Seek meetings with Confederation Managers.</p>
<p>4.3 contd: Young Carers will have the same access to education and career choices as their peers</p>	<p>Improve awareness and use of young carer PHSE materials for both primary and secondary school use</p>	<p>SCC Schools & Learning / SYC & MSYC</p>	<p>Increased understanding of disability and impact of caring within the school community. Increased use of PHSE materials.</p>		<p>April-December 2010 Awareness: PSHE resources offered and made available to all Surrey Junior and Secondary schools, via personal visit, email-shot or by VT Four S Healthy Schools newsletter.</p> <p>Use: 4 schools in West Surrey have confirmed back to SYC that the PSHE packs are in use. Amanda Burrows to provide update?</p>



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
4.3 contd: Young Carers will have the same access to education and career choices as their peers	Increase Pastoral Care support within schools	SCC Schools & Learning	Bullying Policy in each school. Fewer Young Carers experience bullying Young Carers School groups set up in more schools.		All schools have an anti-bullying policy but can only be applied to school time – on-line bullying is mainly outside the scope.
	Ensure Connexions service recognise particular needs of young carers in terms of future careers	Connexions	Future career aspirations of young carers identified and encouraged.		Link to the future of Connexions. May be the case that careers advice reverts to nominated member of teaching staff.
4.4: Young carers will have the same opportunities to access social activities as their peers	Young Carers services to provide access to either their own or other agency's social activities for young carers	SYC & MSYC	Increased socialisation opportunities amongst peers A break from their caring role		SYC and MSYC offer a range of residential and day outings for young carers to meet with others in similar situations. Limited funding opportunities are offered to young carers who would not be able to access outside hobbies



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
4.4: Young carers will have the same opportunities to access social activities as their peers	Mainstream SCC Youth services, other Voluntary sector youth service providers to ensure that young carers are able to access their services and participate fully in them	SCC Youth service / SCYP/ other Youth & Community service providers	Increased socialisation opportunities amongst peers A break from their caring role.		SYC to set up meeting with Surrey Youth focus.
4.5: Young carers will be able to enjoy a healthy life style and have improved emotional and physical health and wellbeing	Healthy Schools Young Carers pack to be distributed to all Surrey schools and Young Carers services to work with them on follow up	Healthy schools	Improved emotional , mental and physical health of young carers Number of Healthy schools activities including reference to young carers		
	Primary Mental health worker to be designated for each area to liaise with schools and Surrey Young Carers Schools workers	NHS Surrey	Improved emotional and mental wellbeing of Young Carers . Counselling services in schools available for young carers to access.		Link to GP recognition work. Discuss with public health when transferred to SCC. Also raise with Angela Sargeant



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
4.5 contd: Young carers will be able to enjoy a healthy life style and have improved emotional and physical health and wellbeing	Develop a Pathway to ensure front line health staff in acute, community and primary care settings identify and signpost young carers to services and support	NHS Surrey	Recognition and support of young carers to prevent impact of caring on their health.		Recast to link with work around GP recognition. Promote the inclusion of Young carers in all care pathways as well as carers in general.
	Accident & Emergency and Hospital ward discharge protocols to include identification and signposting of young carers	NHS Surrey	Recognition and support of young carers to prevent impact of caring on their health.		Ask for young carers information to be more prominently included in hospital discharge information
4.6: Improve Access to Support for Young Adult carers aged 18 to 24	Research and development project (1 year) focussing on carers aged 16 to 24	ACS / SYC	Develop proposals to improve access to services for this group of carers.		SYC have recruited a project worker, in post since February 2011.



5. Raise awareness about young carers, their families and their issues

Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
5.1: Raise awareness in the wider community of young carers issues	Further develop web based information for Young Carers and professionals working with them	SYC & MSYC	More young carers and their families and professionals are aware of young carers rights and services		Website has been revamped Ensure availability of information re young carers through Epsom and other “hubs”
	Ensure information for young carers is part of the User Led Organisation pilot project in Epsom to develop a “Citizen hub” and any roll out of this across Surrey	ACS & MSYC	More young carers and their families are aware of young carers rights and services and how to access them		Ensure availability of information re young carers through Epsom and other “hubs”
	Ensure leaflets for young carers and their families are widely available in all community settings	SYC/ MSYC/ ALL	Greater understanding of the needs of young carers and their families in wider community		Plan trawl of sites to identify and rectify gaps in information provision



Objective	Action	By whom	Outcomes	Timescale	Progress and next steps
5.2: Promote the needs of young carers nationally and locally by working jointly with other national organisations to promote young carers interests	Work jointly and share good practice with/adopt good practice from Princess Royal Trust for Carers, The Children's Society and others	SYC MSYC SCC Adults SCC Children's	More young carers will be identified and supported Greater understanding of the needs of young carers and their families in wider community		Make use of Children's Society materials and information from YC-Net Also look at materials to be published when national "Think Family" young carers pilot projects are reported on

KEY

ALL	Surrey County Council Children's services; Surrey County Council Schools and Learning; Surrey County Council Adult Social Care; NHS Surrey; Surrey and Borders Partnership NHS Foundation Trust; Surrey County Council Youth Service; Action for Carers (Surrey) Surrey Young Carers; Mid Surrey Young Carers; Surrey Clubs for Young People; other Voluntary sector youth providers
ACS	Action for Carers (Surrey)
MSYC	Mid Surrey Young Carers
SCC	Surrey County Council
SYC	Surrey Young Carers
SABP	Surrey and Border Partnership NHS Foundation Trust



For any enquiries about this Strategy for Young Carers in Surrey
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Email: john.bangs@surreyccc.gov.uk
Telephone: 01483 519145

For information on services available for Young Carers across Surrey
or to refer a Young Carer for support, please contact either:

Surrey Young Carers (for Elmbridge, Guildford, Reigate / Redhill / Banstead,
Runnymede, Spelthorne, Surrey Heath, Tandridge, Waverley and Woking Boroughs)

Address: Surrey Young Carers, Action for Carers (Surrey),
Astolat, Coniers Way, Guildford GU4 7HL
Email: syc@actionforcarers.oeg.uk
Telephone: 01483 568269

Or

Mid Surrey Young Carers (for Mole Valley and Epsom / Ewell Boroughs)
Telephone: 01306 881900



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