Identifying and supporting young carers – A whole-family approach

The event will start at 10am

@YCAAlliance  @CarersTrust
Welcome and housekeeping

➢ Ensure microphones are on mute

➢ We will be recording the session after the first item

➢ Introduce yourself and make use of the chat

➢ Unanswered questions will be followed up after the event

➢ Join in the conversation on Twitter - @YCAAlliance @CarersTrust
Setting the scene

- Whole-Family approach – Law and policy
- Family Hubs
- Children’s Social Care Implementation Strategy – “Stable Homes, Built on Love”
- “No Wrong Doors” Memorandum of Understanding
Whole-family approach – Law and policy

➢ **2008 National Carers Strategy** - effective whole-family approaches to assessment are essential to improving support for young carers.

➢ The **Care Act 2014** and **Children and Families Act 2014** enable local authorities to align assessment of a young carer with an assessment of an adult they care for.

➢ The Care and Support statutory guidance highlights that when carrying out an adult’s or carer’s assessment, if it appears that a child is involved in providing care the local authority must consider the impact of the person’s needs on the young carer’s wellbeing, welfare, education and development; whether any of the caring responsibilities the young carer is undertaking are inappropriate. The Guidance stresses that young carers should not be left with inappropriate levels of caring.

➢ The Care Act regulations and guidance also specify that adult services must identify children in the household, consider whether they are young carers and if so whether they are children in need.

*Health and Care Act 2022 – Care Quality Commission*
Family Hubs

➢ Family Hubs are part of a programme (along with Start for Life) jointly overseen by Department of Health and Social Care, and the Department for Education, aiming to join up and enhance services delivered through family hubs.

➢ Local support centres where families with children/young people can access integrated early help (A ‘one-stop shop’). The hub itself may or may not be a single building – instead, it could be a network of different physical locations in the community, as well as online services.

➢ 75 local authority areas have been selected for the programme; 14 trailblazers.

➢ The programme is designed to:
1. Provide support to parents and carers
2. Contribute to a reduction in inequalities in health and education outcomes for babies, children and families by ensuring support provided is communicated to all parents/carers, including those who may not currently be benefiting from the available support
3. Build the evidence base for what works in different contexts
“Stable Homes, Built on Love”

- Children’s Social Care Implementation Strategy - “A major reset”

- “We will provide more and better support to families as soon as difficulties emerge, in order to stop problems escalating and enable more families to stay together.”

- One of the 6 pillars is “Family Help provides the right support at the right time so that children can thrive with their families”
  1. **Pathfind** a new approach to Family Help – Up to 12 local areas
  2. Support the **Family Help workforce**
  3. **Join up funding and strategy** – Work across government and inspectorates (Ofsted) for more systemic and strategic join-up
  4. **Ensure Family Help works for everyone** – We will also change how children’s social care works with families to help address ethnic disparities and material deprivation.
“Our ambition is that every child and family who needs it will have access to high-quality help, no matter where they live. Family Help will provide intensive multi-disciplinary support, with social workers and other practitioners working together. It will work with families facing significant challenges that make it harder to provide their children with a loving, stable or safe family life that meets their needs. It will be based within and tailored towards their local communities. **It will simplify how this support is provided, becoming a single service that removes the distinction between “targeted early help” and child in need.**

It will be led by the local authority and incorporate support from universal, community and specialist services. For example, it will work alongside health visitors, schools, adult mental health teams and Family Hubs to meet the needs of all children and families fully.”

“We want to see every area in England providing families with evidence-based Family Help services that are local to where families live.”
The Department for Education is currently analysing the consultation responses.
Family Group Conferences

The role and benefits of family group conferences for young carers

Young Carers Webinar – Whole Family Approaches
12th July 2023

Sean Haresnape
FGC & Lifelong Links Practice Lead
Family Rights Group - Our FGC/LL Work

- FRG introduced Family Group Conferences into England and Wales in mid-nineties. The first FGC was held in Wales.

- FRG run the national Family Group Conference network for England and Wales - networking, workshops, discussion board.

- Run an extensive training and events-based programme including an accredited post graduate certificate for co-ordinators with University of Salford.

- FRG offer a consultancy service to local authorities who want to set up a family group conference service.

- With the FGC network, FRG have developed a set of family group conference standards and an accreditation scheme for FGC services.

- FRG supports local authorities to introduce Lifelong Links to work with young people in care to develop a support network for them.
The family group conference process

The referral

Independent coordinator appointed

Preparation

The conference

INFORMATION SHARING

PRIVATE FAMILY TIME

AGREEING THE PLAN
Areas where FGCs are used

- **Adult social care**
  - 5/6 local authorities using FGCs in relation to adult care planning/ mental health etc.

- **Community conferencing**
  - Some local authorities using FGCs to address neighbourhood problems

- **Youth justice**
  - Small number of very successful services using FGCs to address youth offending e.g. Leeds Reconnect

- **Lifelong Links**
  - Using FGC to build support network around young people in care
### Key research findings

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<tr>
<th>Working in partnership with families</th>
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<tr>
<td>FGCs improve partnership working between family and social work services</td>
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<tr>
<td>FGCs increase levels of social support, mobilise networks and provide a protective factor for child safety</td>
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<td>Families are more satisfied with FGCs than standard child welfare practice</td>
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<td>FGC is used to a similar extent among families with a minority background as in other families</td>
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<th>Family placements</th>
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<td>FGCs lead to more children being placed with family as opposed to placement in local authority care</td>
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<td>FGCs increase the likelihood of reunification with own family</td>
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<td>FGCs led to quicker return home from care</td>
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<th>Children’s involvement</th>
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<td>Most children reported preferring this type of meeting</td>
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<tr>
<td>Children generally are happy with who is invited and with how private family time worked</td>
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FGCs and young carers

Very few services working explicitly in this area

Some developments emerged from coalition government in 2010


FGC case study page 31

Four services adopted FGCs for this work

“many families say that it is the most constructive conversation they have ever had” (Project Manager)

Outcomes of this work

‘Project staff have found these approaches extremely beneficial in providing additional support for families. Three main benefits were cited’:

- family group conferences ensure that the voices of children and young people are heard and are an effective way of seeking young carers’ views
- the process gives families ownership
- it is an effective process for engaging wider family members, including non-resident fathers.
Advice service
- Online advice, including advice for families about FGCs
- Free telephone advice - 0808 801 0366

FGC services for practitioners
- FGC and LL network
- Training and accreditation
- Consultancy packages
- Research and briefings

Lifelong Links
- 2021 and 2022 evaluations by the Rees Centre, University of Oxford
- Training and accreditation
- Consultancy packages
‘No Wrong Doors’ – An overview

➢ “No wrong doors: working together to support young carers and their families” is a template for a local memorandum of understanding between statutory Directors of Children’s and Adult Social Services to provide joined up support for young carers and their families.

➢ The template was designed to help promote working together between Adult’s and Children’s social care services and also encouraged stronger partnership working with health and third sector partners.

➢ It was originally published by ADCS and ADASS in 2009, with subsequent updates in 2012 and 2015 which also included Carers Trust and The Children’s Society.
‘No Wrong Doors’ – The 10 components

1. Key Principles
2. A Shared Understanding
3. Identifying young carers and promoting well being
4. Assessment
5. Information, advice and advocacy
6. Transition to Adulthood
7. Information Sharing
8. Safeguarding
9. Putting these intentions into action
10. Local Partnerships
How is ‘No Wrong Doors’ working?

➢ There has not been a review as to what extent ‘No Wrong Doors’ has been taken up by local authorities, or an evaluation of the difference that it is making on the ground.
➢ To help with this, Carers Trust have been seeking feedback from members of the Young Carers Alliance as to how ‘No Wrong Doors’ is operating in their local area.
➢ Feedback has been received from 12 local authority areas across England so far. Would still welcome further feedback from any other areas - [No Wrong Doors feedback form](#)
➢ Have also been linking with ADASS regional carer networks to seek feedback and insights from local authorities
How is ‘No Wrong Doors’ working?

Only 3 out of 12 reported that “No Wrong Doors” is adopted in their area.

Council adopted no wrong doors a number of years ago. Whilst there have been some moves to more integrated work between children's and adult services, we still often find there is silo working. There has been limited integration with the ICB in practice. There are a number of initiatives where no wrong doors is influencing change. However it is still left to engaged officers to make links across departments rather than it being an overall systematic council approach.

It is in its final stages of being approved/signed off. We have also designed a young people friendly version of the MoU.

It was introduced when it was first published. I’m not aware that the two integrated care systems have signed up to it.
What about where it hasn’t been adopted?

There was a workshop to try and get this signed and sealed. It never got finalised or signed or went any further as far as I am aware. We have worked hard to try and get AS and CS to work together to support young carers… although we have made some progress we find that it is hard to maintain as both services are under immense pressure with caseloads etc that this kind of initiative falls by the wayside.

Years of closed doors, lack of recognition that any improvements could happen, lack of capacity

We feel there is a big issue when it comes to our young carers leaving our charity after turning 18 and appropriate transition methods in place to carry on support and access to help as a young adult carer, especially with mental health referrals.

I have had no information from adult or children’s social care in the LA we work in about ‘No wrong doors’. Communication from LA is not good.
Leeds Young Carers Support Service

A whole family approach

Sophie Parker – LYCSS Service Manager

Vicci Gabriel – Service Delivery Manager for Family Support – Leeds Local Authority
Today we would like to share with you:

• The aims and vision for Leeds when working with children, young people, adults and families.

• “No Wrong Doors for Young Carers” pathway and how young carers are identified and supported in Leeds.

• The strengths and challenges.....so far!
Leeds Practice Principles

- Always working WITH - creating a context of high support and high challenge
- Relationship based
- Enabling the utility of the family - putting the family at the heart of everything we do
- Early in the life of a problem
- One family, one lead worker, one plan and Think Family, Work Family
- Systemic, formulation driven and evidenced based
- Transparent - children, young people and families are as fully informed as possible
- Strength focused
- Recognising that engagement with education is a protective factor
- Accountability, evaluation and sustainability
Think Family Work Family

‘Think Family’ means that all staff need to remember that people rarely live in complete isolation and therefore we need to understand the needs of the wider family when we are working with a child, parent or adult.

‘Work Family’ means that all staff and services need to talk more, work together better and make sure that all the people working with children, young people and adults in a family, plan and coordinate their work.
Early Help is everyone’s business
Young Carers in Leeds

Young Carers Working Group date started to now

Previous charity commissioned – resilience based approach

LYCSS commissioned April 2020

MOU signed off by Adults, Childrens, Health

No wrong doors pathway and Brief assessment tool launched Nov 2022
No Wrong Doors for Young Carers Pathway

• Support Pathway – No Wrong Doors for Young Carer – v1 (1)
A day in the life of... brief assessment tool

• A Day in the Life of ... tool to identify and support young carers – No Wrong Doors for Young Carers – V1
Strengths

• Working Group
• Alignment of early help and young carers as “everyone’s business”
• 0-19 PHINS pilot – routine enquiry of young carers
• System changes
• Practice Development and WAYCFL
• Less duplication / maximise TAF

Challenges

• Confidence of workforce
• Size of the city
• Multiple systems / forms of assessment
• Not one referral pathway for young carers
For further information, contact Leeds Young Carers Support Service:

Website: https://www.family-action.org.uk/what-we-do/children-families/leeds-young-carers-support-service/

Email: leedsyoungcarers@family-action.org.uk

Telephone: 0113 733 9126

Service Manager: sophie.parker@family-action.org.uk
Supporting children of parents with a mental illness

Olive Ahmed
Project Manager, Our Time
KidsTime Workshops

A whole family approach to parental mental illness
Our approach

1. Knowing you’re not alone
2. A good explanation
3. A trusted adult to talk to
Reach and impact 2021-’22

• Supporting over 400 children (200 families) across 16 locations.

• Over 50% of families are single parent households.

• 32% of parents have more than one mental health diagnosis.

• Over 50% of referrals came from local authorities.

• Children report: improved peer relationships and social skills, having more friends and being less solitary; reduced physical symptoms of anxiety and stress and improved concentration. Parents report improved confidence and reduced stigma and isolation (SDQ).

• Families report improved relationships and feeling more able to talk about mental illness together.
Research

3 year research project from the Mental Health Foundation and Anna Freud Centre for Children and Families, testing the effectiveness of our KidsTime Workshops.

Findings published in March 2023:

- KidsTime is an effective intervention for improving the mental health and well-being of children of parents with a mental illness.
- Participants reported improved emotional regulation, social connectedness, and self-esteem, a better understanding of mental illness and coping strategies.
- Parents reported improved communication with their children and increased knowledge and confidence in supporting their children’s mental health.
Theory of Change

• **Co-designed** our own impact evaluation approach, together with external expertise, staff and beneficiaries.

• Tailored to our interventions and based on the outcomes identified by beneficiaries in our **Theory of Change**.

• Includes a **survey for parents and children** attending our workshops.

• Participants are asked to “look back” and respond to a series of statements.
Since joining the KidsTime Workshops...

- 70% felt more confident talking about their mental health.
- 70% felt more able to talk about their parents’ mental health.
- 57% felt more able to talk about their feelings with their peers.
- 43% said they worried less about their parents’ mental health, whilst 57% weren’t sure.
- All children said they were happy to attend these workshops - children really emphasised this point by giving it lots of ticks!
- 70% said they had made more friends.
“At Our Time’s workshops you’re having fun. You’re being looked after and you’re not looking after others.”

(Amber, Age 13)
Since joining the KidsTime Workshops...

- All parents said they had **more understanding** of their own mental health and were **more aware of techniques** to use to **improve stress or mental health related challenges**.

- 70% felt **more confident asking for help**.

- 86% said they felt **more confident talking about their mental health** with their children.

- 71% said they were **better able to communicate with their children** about their children’s needs and concerns.

- 100% of parents said they felt **less lonely** as a result of attending the workshops.
“It is helpful once a month to come into an environment where mental health is openly discussed. It means discussions with my son after sessions are more open”.

“Since I joined KidsTime, I've met people like me. I don't know of other services apart from this group, that I can get more help - I've been let down (nothing to do with this group!). This is the way staff should be – supportive and understanding”.

“As I'm here to help my son understand his mum's mental health, it has made having those conversations much easier. His understanding has improved, as has mine”.

“I developed a stronger and deeper relationship with my child”.

Parents say...
For more information...

• Sign up to our newsletter - https://ourtime.org.uk/

• Download our podcast - https://ourtime.org.uk/my-family-mental-illness-and-me/

• Check out our free resources: https://ourtime.org.uk/resource/


• Get in touch – contact@ourtime.org.uk
Thank you

www.ourtime.org.uk
contact@ourtime.org.uk

@ourtimecharity

Registered Charity #1196343
Carers Trust Hillingdon’s FAMILY SUPPORT SERVICE

Identifying and supporting young carers:
A whole-family approach
12 July 2023

Jo Burns
Business Development Manager
The organisation began in 1995 and the young carers service was introduced in 2001.

Has expanded year on year growing from one full time staff member to a team of 9 plus sessional workers & volunteers.

In 2022/23 we supported 1292 YC’s from 5 -25 years old:
- 928 Young carers
- 364 Young adult carers

Extensive respite programme, including 3 x youth club sessions per week.

Supported Transition – bespoke support for young adult carers and Bi-Borough YAC project with neighbouring Harrow Carers.

School Outreach Programme – going from strength to strength.

Intensive, short-term, support for complex families.
Support for complex families

• Family Support Service began in 2017 as a pilot project providing short-term, intensive support to complex families

• 2018 - successful in securing 3 years’ BBC Children in Need funding
  - GLA ‘Young Londoners’ funding for additional staff time & activity budget

• Primarily focused upon families with parental mental ill-health and/or substance misuse

• Primary aim to prevent the need for statutory intervention

• Now in our 6th year of funding and have successfully applied to BBC CiN’s new ‘Project Grants Funding Stream’

• New funding for continuation of programme from Sept 2023 – Aug 2026
  - 271 children supported since 2018
  - Over 65 families
Family Support Service

- Spike in demand post-pandemic/cost of living crisis - whole new range of non-health related problems for families
- Intensive, short term 1:1 support for children and their families
- Thorough assessment – triangle of needs
- Debt management
- Training referrals: parenting classes, freedom programme, first aid training
- Hardship funding
- School Liaison
- Support and advocacy at meetings
- Counselling referrals
- Housing liaison
- Referrals to local ‘targeted’ programmes
- Family trips and activities
Challenges

- ‘Stepping-down’ families to mainstream services & preventing dependencies
- Managing expectations – families and professionals
- Staff well-being
- Resources – no additional budget for activities
Testimonials

AMC
ACORN MEDICAL CENTRE

Dr A. Birly B. MedSci (Hons) BM BS DCH FPCERT MRCP DAI (Clin)
Dr B. Soman MB BS MRCGP DRCOG CIIDC

Private & Confidential
Date: 20 April 2021

TO WHOM IT MAY CONCERN

Re: Mrs Luthia Makepeace

Dear Sir/Madam

I am writing this letter in recognition of the value that your family support service has brought to our practice.

Mrs Luthia Makepeace has been supporting many of our high need and most vulnerable patients for some time and her impact has been significant.

There has been a noticeable improvement in the reduction of our DNA (Did Not Attend) appointments including referred appointments.

The auxiliary service provided by Luthia has benefited both the surgery and the patient.

Yours Sincerely

Dr. Somin

149 Long Lane, Hillingdon, Uxbridge, Middleses, UB10 9JN.
Tel: 01895 237474 Fax: 01895 232639
Comfort break

@YCAliance    @CarersTrust
Sheffield Young Carers
Family Project
A whole-family approach

Helen Bolt
Family Project & M-PACT Coordinator
SYC
Helen.Bolt@sycp.org.uk
Sheffield Young Carers Project was established 25 years ago

A little over 10 years ago consideration was given to expanding the support we offer to include whole family support

Although the young carers benefit greatly from the individual support they receive, it became clear that often parents and families needed additional support to make changes so that the benefit of supporting young carers directly became more sustainable

Sheffield Young carers Family support has continued to develop and our team expand, we now provide intensive support to 40 families each year.
Our values and aims

► We believe it’s the right of every young carer to be recognised in their role and have the same opportunities as other children and young people of a similar age.

► Through family intervention we look at the impact of the caring role on the young carer, and work with the whole family to reduce the care they are providing.

► Each young carer and family we support has different needs, so we have developed a flexible and responsive service that aims to improve the lives of the whole family.

► We believe that change should be sustainable, and that the cared for person in the family should have a support network beyond reliance on their young carer.
How we identify families who need additional support

When a referral is received at Sheffield Young Carers the young person will be allocated a one to one worker from our young persons support team.

The one to one worker will have some contact with parents and will often pick up through conversation with the parents, or during sessions with the young person, that additional family support may be helpful.

Referrals are made internally to the Family Project Team.

The Family Project Team contacts the parents, explains the additional support on offer and will arrange a home visits to assess need.
Our Model of delivery

- One year of support for each family
- 12 Sessions of intensive support
- 6 Co produced Parent Networking Events
- Group Programme designed around the needs and aspirations of the cared for adults we are supporting
- Community engagement support to identify and access opportunities beyond SYC
- Moderated WhatsApp peer support chat group
- 3 Newsletters each year
- 3 Whole family activities/day trips each year
Our model is based on the principles of Maslow's Hierarchy of Need
Intensive 1 to 1 support
Achieving a stable base

Finances and support with accessing the right benefits

Housing issues

Accessing the right longer term support, eg social care package, aids and adaptations, therapeutic

Accessing practical support and applying for grants - White goods, furniture, school uniforms, technology

Promoting positive parenting and improving family relationships

Advocating for the cared for person or young carer with other services, clinical, schools, housing, DWP

Listening and providing emotional support

Family holidays

Helping families build knowledge, confidence and resilience. To find their own power so future challenges feel more manageable
Parent Networking Events  
*Developing networks - the first step in progression*

Many cared for parents we meet are socially isolated. We offer parents an opportunity to attend 6 parent networking events each year. These are an opportunity for parents to step outside their comfort zone and try something new in a safe, supportive and accessible environment. Lunch is always provided and transport can be arranged for those who are unable to travel independently.

Typically sessions include activities such as Arts & Crafts, Money Management and Health and wellbeing sessions. As parents grow in confidence they have the opportunity to jointly design and lead sessions and share their own skills with others.

Soap making, Needle felting, and homemade herbal tea making are just some of the skill share sessions that have been parent led.
Group Support
Moving Forward

Many cared for parents progress and attend our Groups once they have gained more confidence.

Each year these are designed around the needs and aspirations of the parents we are working with and include longer courses.

We work with partners including White Rose Beauty and The WEA to design and deliver courses that meet the needs of the parents.

Volunteering skills
Managing anxiety
Introduction to holistic therapy
Developing voice and influence

- As some cared for parents grow in confidence we have found that they feel ready to challenge the systems that make their life harder.

- A number of parents have participated in media opportunities nationally and internationally, and are especially keen to reduce the stigma of being a cared for parent.

- Parents are involved in the interview process whenever we recruit to the Family Project Team.

- Parents have been involved in research with the London School of Economics and Advance Wellbeing Research Centre, as well as many local opportunities to influence decision making that impacts their families.

- A group of parents are now exploring the possibility of creating a social enterprise that can support and provide opportunities for other cared for parents.
Why does whole family working matter?

- Creating a stable base from which families can grow and move forwards together
- Changing family systems, improving communication and understanding
- Cared for parents accessing appropriate clinical and practical support
- Improving social networks, developing peer support and reducing social isolation
- Helping cared for parents find their voice, understand systems and develop self advocacy skills
- Preventative support often leads to a reduction in safeguarding concerns

All contribute to reducing the impact of caring on the young carer
Case study

- Young carer aged 10 helps care for Mum who had a diagnosed mental health condition, and younger sister with downs syndrome, who also suffered a stroke, is paraplegic and none verbal
- Family lived in a property which doesn’t meet their needs.
- Mum overwhelmed and her mental health had deteriorated, she was frightened about talking to services and unable to advocate for herself, or for her children’s needs.
- Young carer withdrawn and angry with his Mum and sister, as felt he was missing out on life
Outcome

Through family project support we:

- Worked with occupational therapy and housing to move the family into a suitable home that could be adapted to meet the youngest child's needs.
- Secured grants to pay removal costs, buy furniture and specialist play equipment for the garden.
- Supported Mum to access respite for the younger child, so that she and the young carer could spend more quality time together.
- Supported Mum to re-engage with her GP and access therapeutic support.
- Liaised with school to ensure the young carer was not sanctioned for being late because his sisters accessible school transport was often late arriving to collect her.
- Secured a holiday with accessible accommodation for the family.
- Mum engaged with parents network events, attended an 8 week level 2 Holistic Therapy taster course we ran with a local beauty college. On graduation, she enrolled on the level 3 course independently.
- Mum has grown in confidence, is now considering returning to university.
- The impact of Mum and sisters health on the young carer has reduced significantly. His worry has reduced, support in school has improved and he is happier and getting out and accessing activities in the local area.
What next for our team?

- Since the start of the pandemic have seen a noticeable reduction in the number of young carers being referred into our service who are caring for men/ father figures. This is something we will be addressing moving forward by re-establishing connections with male led services.

- Sheffield Young Carers also started supporting young people effected by hidden harm in 2019.

- Our wider family support offer has now been expanded to include young people who are impacted by parental addiction. Running alongside our core family support offer, we can also now offer a programme of whole family group support for children and young people effected by parental addiction called M-PACT.
Helpful tips

- Many parents who are struggling with their health, will feel a range of difficult emotions including guilt, shame and fear. This may make them anxious about talking about their issues. A none judgmental, solution focused approach is essential to gain the trust of parents.

- Remember, the overwhelming majority of parents, regardless of their own challenges, want their children to be happy, healthy and to thrive

- Working in a family centred way can help reduce stigma, help parents identify their own strengths and find ways to reduce the impact of caring on their young people
SYC Family Project Film

May I leave you with short film made with parents we have supported, highlighting the difference Whole Family Working has made:

This was co designed and produced with cared for parents to help to reduce stigma and to encourage others in a similar situation to seek support

https://www.sheffieldyoungcarers.org.uk/help-for-families
What can you do now?

► Find out more about the Family support available through SYC here: [https://www.sheffieldyoungcarers.org.uk/help-for-families](https://www.sheffieldyoungcarers.org.uk/help-for-families)

► Find out more about the M-PACT programme for young people impacted by hidden harm here: [https://www.forwardtrust.org.uk/service/m-pact-programme/](https://www.forwardtrust.org.uk/service/m-pact-programme/)

► If you are considering including Whole Family support please feel free to contact Helen Bolt at SYC for more information  [Helen.Bolt@sycp.org.uk](mailto:Helen.Bolt@sycp.org.uk)

► Sign up to the SYC e-newsletter for updates on events, opportunities and free resources

► Follow us on social media and help us spread the word

 inadequate at present
Thank you for listening

Any questions?

www.sheffieldyoungcarers.org.uk
Tel: 0114 258 4595
Working with the whole family and communities

Dux – Outreach Worker

Credu works with Young and Adult Carers in Powys and Ceredigion and Young Carers in Wrexham, Conwy and Denbighshire (WCD)
From first point of contact

- Credu works in a person centred and strength based approach
- We use ‘What matters’ conversations to Listen to our Carers as new referrals as well as ongoing support
- The Carer is registered and allocated a place based Outreach Worker who arranges a call or home visit to meet the whole family

- We have specialisms within our team:
  Outreach Workers who are experienced with children and young people
  Outreach Workers who have experience with the benefit systems and older carers
  Project workers who support Volunteering, Peer mentoring, Carers Voice & Influence
  Volunteers who are life experienced in supporting non neuro typical children and partners, the SEN system, mental illness, the Cancer journey and disabilities to name a few
A Whole family approach - the benefits

• In our conversations Young Carers and parents tell us they want to have quality time together and strong family memories.

• Families with a caring role are not always confident or able to take their children out without practical support from others. The group support each other.

• Families with a caring role can feel stared at or judged at times. Having a supportive, accepting group gives them confidence and pride.

• Credu does not need such a high ratio of staff for trips or events as parents take on responsibility for their own children.

• Credu can be more ambitious with planning trips and events knowing they have the support of families attending.

‘This is amazing. Everyone is so kind. I feel like I can relax here and no one will judge me or my child – everyone just understands.’

Parent Carer
A Whole family approach

• WCD Young Carers have hosted family fun days, Theatre nights and Beach trips for the whole family.
• In Powys and Ceredigion the families are active in helping to create strong caring communities by involving themselves in community events as Credu families, self organising family events and joining the Credu family trips & events on offer.
The happy consequences

• Energy creates energy
• Families make connections and support each other, young carers make friends through their family’s new friendships
• A movement of engaged Caring families emerges
• Adult Carers want to give something back and offer to Volunteer their time to support others. They can stay engaged with the Charity and both give and receive support in their own terms and at their own pace
• Young Adult Carers want to give back and support Young Carers and their peers. They have purpose and a role to offer as they get older
The happy consequences

- Credu does not have to be so concerned about criteria and thresholds and can be open to everyone who feels they have a caring role or co-caring role and their families.

- Families are more engaged to support other families offering secondhand clothes, furniture, skills and support in the spirit of a kind community.

- Families feel more confident for their children who are Young Carers to attend trips and activities designed for them as they trust the staff and the organisation.

- Credu can co-create overnight family friendly festival style events for over 300 people with Volunteer support from our Caring families.

‘I felt happy to let the girls wander around safely knowing that there was always someone close by who would help them if I wasn't there.’ a disabled parent at the Credu Big Weekend.
Any questions?
Practice Example: Blackpool Carers Centre – Family Focus Project

Samantha Howard
Young Carers Senior Practitioner

Family Focus Assessment
Question and Answers/Discussion

@YCAAlliance @CarersTrust
Closing remarks/next steps

@YCAAlliance

@CarersTrust
Thank you for attending
Upcoming Young Carers Alliance events

Young Carers Alliance (hosted by Carers Trust) Events | Eventbrite

Thursday 14 September, 10am-1pm – Where next for identification and support for young carers in schools?

Monday 16th October – Young Carers Alliance Conference (In-person), Etihad Stadium, Manchester

Tuesday 28 November, 10am-1pm – Young carers – a health perspective
Thank you

To find out more about the Young Carers Alliance or become a member/subscribe to updates

- www.youngcarersalliance.org
- youngcarersalliance@carers.org
- @YCAAlliance