

Young Carers Report update

Purpose of Report

1. This report is an update on the Young Carers contracted service and Wiltshire Council's commitment to ensuring Young Carers are supported throughout Wiltshire.
2. The work includes information on the primary reasons that the contract was retendered, continuous work between organisations and an update on young carer assessments and support planning.

Updates

3. Following engagement with Young Carers throughout 2023 concerns were raised regarding the support that Young Carers received. It was clear from discussions that the current service was not meeting their needs.
4. Rosetta Life Arts Organisation were commissioned to provide a report with recommendations on what Young Carers wanted from the service. This included the following:
 - Developing the confidence of the group to reach a point where they feel skilled in working with artists to share their stories and raise awareness where they feel no one is listening – particularly school and wider society. Including Photography and music clubs/programmes. **Response:** Now that the independent Young Carers charity Community First/Youth Action Wiltshire which supported this work has been successful in the bid for Young Carers support, they have detailed how their approach will support with giving Young Carers the confidence to share their voices and continue to be involved in arts. Wiltshire Council have also committed to recruiting in house Young Carers school's worker, Young Carers advocacy worker and a Young Carers voice worker to create even more support which will work in partnership with the carers contracted provider.
 - Work with Rosetta Life and the Wiltshire cultural teams to design an offer/programme that is structured, well-staffed, engaging and held in warm, clean, inspiring arts spaces/venues. **Response:** Rosetta Life have since started working with the Kingston Young Carers to apply for national funding to design a Young Carers arts programme, this is to bring together Young Carers across England to make it a peer-peer exchange.
 - Specialist, highly experienced staff supporting who offer clear structure, inspiration and understanding of complex health and safeguarding needs. Counsellors and trained therapists needed to support sessions.

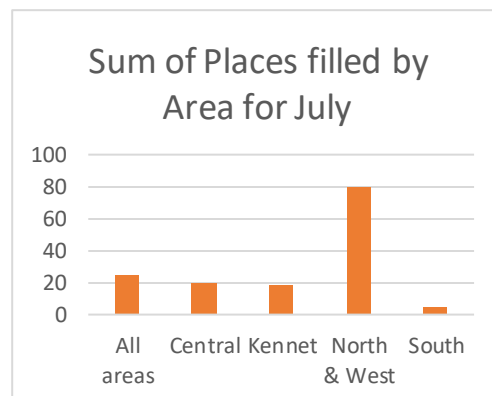
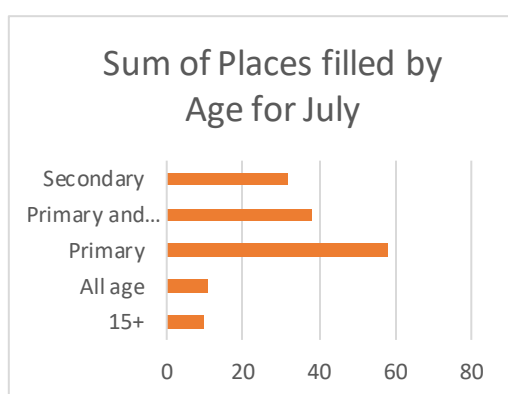
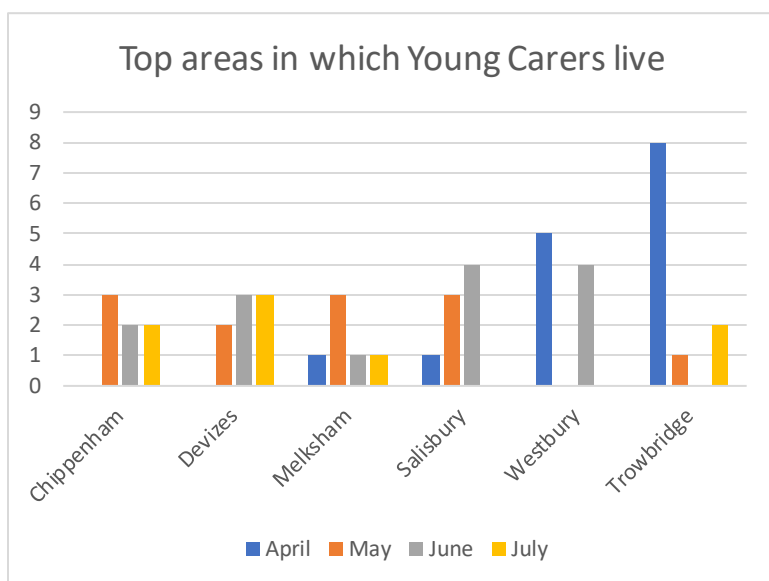
Response: From this recommendation the decision was made to split the unpaid carers contract into different lots with different elements of support, lot 1 is specifically to support Young Carers and young adult carers- this provider (Youth Action Wiltshire/Community First) has over 25 years of experience delivering Young Carers services and consistently raises £200,000 yearly, with the provider delivering:

- Support planning.
- 1:1 coaching and mentoring.
- Individual development and self-help activity.
- Respite and targeted workshops.
- Internally funded 'talking therapy' counselling.

Since the contract award of April 1st 2024

5. Youth Action Wiltshire, Wiltshire Council IFD assessments team, Wiltshire Parent Carer Council and the Wiltshire Council Voice team have met monthly to discuss operational issues and resolutions as well as implement a performance outcomes group (POG) to present data.
6. Coproduction and engagement have been conducted with Young Carers over the summer holidays on:
 - How Wiltshire Council can support with education attainment data, understanding how Young Carers and their families would like to learn with commitment from the Wiltshire Council Community Learning team to tailor to this.
 - Understand what Young Carers know about dementia and how we can support Young Carers who care for people with the diagnosis, with commitment from the Wiltshire Council Commissioner responsible for the Dementia Strategy.
 - Engagement with Young Carers about their understanding and use of the CAMHS service, with commitment from the Wiltshire Council Commissioner responsible for the contract to shape the contracts future.
7. Young Adult Carer and Parent carer workers have been employed by the contracted service.
8. Young Carers stakeholder meetings have commenced including Public Health, ICB, Hospitals, GP's and Wiltshire Council colleagues to act as a regular update meeting.
9. The Young Carers schools award has been redesigned to include a certificate signed by Councillor Laura Mayes
10. The Digital contracted provider, Forward Carers and the Young Carers provider working together over the summer holidays to encourage more Young Carers to apply for an ID card and shape the website to include a Young Carers dedicated environment.

11. Youth Action Wiltshire have worked closely with WC IFD team to ensure data tidy ups have been conducted including contacting all Young Carers that were transferred over from the old contract to the new contracted providers to ensure all Young Carers are receiving the information and support that they need still and closing and/or opening new Young Carers cases after engagement with them.
12. 128 Young Carers have been referred to the service since April 2024 which brings the number of supported Young Carers to over 1,000.



13. The charts detailed show the areas where the majority of our Young Carers are assessed between April-July and the age and areas in which activities, respite and breaks were attended.
14. The Commissioner and Young Adult Carers worker are developing an engagement plan to understand what will help engage Young Carers aged 15 onwards and support them with breaks attendance.
15. As part of our one council approach to supporting Young Carers, the Voice and Participation Service accompanied 10 members of the Young Carers Council to the annual Young Carers Festival to foster connections within the

- group. The group gave their views on the national conversation around what they expect from a new government and also took over the young carers radio for part of the weekend. The young participants described the weekend as fantastic and are looking forward to attending again next year.
16. The Young Carers Council has met once since the festival, the meeting looked at what they would like to be called as a group and also prepared them to be part of the interview process for the new Young Carers Workers due to join the team
 17. Reporting on Key Performance Indicators details:
 - 100% Young Carers are contacted within 2 days of referral to Youth Action Wiltshire. KPI is 80%.
 - 74% of support plans are completed within 28 days. KPI is 80%
 - Respite and activities are presenting at an 84% attendance rate with transport provided by Youth Action Wiltshire. KPI is to have a range of activities and respite across the county.

Conclusion

18. The detail above shows that feedback from young carers highlighted that the previous contract was not fit for purpose
19. The new commissioned service alongside the offer from in-house services was developed following focused engagement with Young Carers to ensure that it meets their needs.
20. To further develop the new offer engagement and coproduction is key. Using the summer holidays as a time to capture Young Carers voices enables Wiltshire Council to develop a comprehensive work plan for the next year. Commitments already detailed are:
 - Supporting Young Carers to achieve their educational attainment expectations.
 - Develop Wiltshire Council and Wiltshire ICB commitments to Young Carers future careers.
 - Develop lived experience Carers training programme for Wiltshire Council and Wiltshire ICB staff working with Carers.
 - Redesign the use of Direct Payments and Individual Service Funds to support Young Carers to achieve their own goals to support them in their caring role.
 - Create a Young Carers Council in the Youth Voice Team to provide a continuous feed of Young Carers voices to Wiltshire Council.
 - Creation of assessments pack to leave with families, to understand more about the assessments process.
 - Continuous roll out for free training to Carers developed with the Wiltshire Council Learning Team currently providing: First aid, Manual handling, Support for wellbeing and understanding mental capacity
 - Support for 18 months after the caring role has ended
 - Transitions to start with Young Carers from the age of 16.

21. Wiltshire Council and partners will continue to engage on a regular basis to have a joint approach when supporting Young Carers and with the addition of the Young Carer dedicated roles at Wiltshire Council supporting our communities including schools, hospitals and GP surgeries to identify, understand and support Young Carers.

Kai Muxlow

Head of Families and Children Commissioning