

### **Committee Name and Date of Committee Meeting**

Health Select Commission – 28 July 2022

### **Report Title**

Carers Strategy – Status Update July 2022

### **Is this a Key Decision and has it been included on the Forward Plan?**

Yes

### **Strategic Director Approving Submission of the Report**

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

### **Report Author(s)**

Jo Hinchliffe – Service Improvement & Governance Manager  
01709 255506 or jo.hinchliffe@rotherham.gov.uk

### **Ward(s) Affected**

Borough-Wide

### **Report Summary**

In January 2022 the Health and Wellbeing Board endorsed the work of The Borough That Carers Strategic Group and signed of the first draft of the Carers Strategic Framework. This report provides an update on the progress made against the Carers Strategic Framework.

### **Recommendations**

1. Members of the Health Select Committee note the progress that is being made in line with The Borough That Cares – Strategic Framework
2. Members of the Health Select Committee acknowledge the work done by 3<sup>rd</sup> sector organisations in support of The Borough That Cares – Strategic Framework

## **List of Appendices Included**

Appendix 1 The Borough That Carers – Strategic Framework 2022-2025 *Creating a carer friendly Rotherham*

## **Background Papers**

N/A

## **Council Approval Required**

No

## **Exempt from the Press and Public**

No

1.	<p><b>Background</b></p>
1.1	<p>Unpaid carers are the backbone of the care system, which would not be able to function without their support. Caring for a loved one can be a positive and rewarding experience, but carers need support to continue their vital role. Devoting significant time to unpaid care can not only lead to a downturn in carers’ health, but it can also make it difficult for them to maintain social relationships and to keep working or learning, which can affect their financial security. More people are caring for a loved one than ever before, and organisations within the Borough remain committed to helping carers.</p> <p>The Rotherham Health and Wellbeing Board set off a vision for Rotherham to be a carer friendly Borough. More than 30,000 of us are providing unpaid care in Rotherham, often alongside work or education, for someone who otherwise couldn’t manage without our help due to illness, disability, addiction or mental ill health. This care is often invisible.</p> <p>The Carers Strategy has been developed in partnership with colleagues across the Council, Health and the voluntary sector. The Strategic Framework sets out a vision for working with and supporting Carers, it also provides an action focused road map for how we will achieve this change directly with carers. Over the next three years, we will work to deliver the actions, and will continue to put Carers at the heart of this process through their direct involvement in the Borough That Cares Strategic Group.</p>
1.2	<p>Corporate Plans &amp; Legislation:</p> <p><u>Council Plan:</u> Carers are covered by the Council plan on page 10 – ‘we work with health and community partners, to provide accessible, high-quality services for adults with care and support needs, including those with disabilities, older people and their carers. The Council Delivery Plan has an action to deliver and launch a new Carers Strategy.</p> <p><u>Health and Wellbeing Board:</u> The Carers Strategy is governed by the Health and Wellbeing Board and is cited in the action plan. Regular updates are provided to the Board.</p> <p><u>Prevention and Health Inequalities Action Plan:</u> Carers feature in the Prevention and Health Inequalities strategy and is cited in the action plan that is governed by the Place Board. Regular updates are provided to the Board.</p> <p><u>The Care Act 2014 and the Children and Families Act 2014:</u> Carers have a number of legal rights and public sector bodies have a number of legal duties. The main acts which set these out are the Care Act 2014 and the Children and Families Act 2014; many carers rights and principles are mirrored in both.</p>

1.3	The Strategic Framework is a coproduced approach that aims to build on the profile of services offered by the council – please see Appendix 1 for a breakdown of services available to support unpaid carers.
2.	<b>Key Issues</b>
2.1	<p><u><i>The Borough That Cares Strategic Group</i></u> consists of people from health, social care, the voluntary sector and crucially people with lived experience. The group meets on a monthly basis with the overarching aim: to create a carer friendly borough. To do this the group ensures carers are involved in making key decisions about action plans and the delivery of services.</p> <p>Carers are involved all the way through the work – from planning to delivering to evaluating. This is about real-life impact and change for carers; we have created a strategic framework from the individual stories of the people who know best about caring - our carers.</p>
2.2	<p><u><i>Carers Strategy</i></u>: The current version of the strategic framework has been drafted and was signed off by the Health and Wellbeing Board in January 2022. The strategy is a live document and will be updated on an ongoing basis. The carers voice is embedded into the framework, as is role of young carers.</p> <p>Our carers have told us that we need to keep the plan simple and focus on things that make a real difference to carers. By taking a community development approach balanced with preventative practices we aim to support carers to flourish and therefore protect precious formal support resources for when a carer hits a crisis point.</p> <p>The framework defines how we will create a carer friendly borough; setting out three areas of focus that will be delivered over the next three years:</p> <p>1: Carer Cornerstones - <i>Key Objective: Consolidating a community offer for carers ensuring 3rd sector organisations are stabilised.</i></p> <p>2: Creating Communities of support - <i>Key Objective: Ensure organisations work together to provide services that are flexible and accessible throughout the borough.</i></p> <p>3: Carer Friendly Borough - <i>Key Objective: Carers feel their role is understood and valued by their community.</i></p> <p>The Borough That Cares Strategic Group are considering when and where the framework will be launched.</p>
2.3	<p><u><i>Carers Week: 6<sup>th</sup> to 12<sup>th</sup> June 2022</i></u>: Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face, and recognise the contribution that they make to families and communities throughout the UK. This year, the theme of Carers Week was <i>Make Caring Visible, Valued and Supported.</i></p>

During the 2022 Carers Week, Rotherham Metropolitan Borough Council organised an event, in partnership with Crossroads Care, to offer information, support and advice to Rotherham's unpaid carers. The event was advertised through the Borough That Cares Strategic Group and via social media, its town centre location meant that it was highly visible on the day.

The following organisations took part in this event:

- Rotherham Metropolitan Borough Council Assistive Technology
- Rotherham Metropolitan Borough Council Reablement and Sensory Service
- Crossroads Care Rotherham
- Rotherham Carers Forum
- Rotherham Barnardo's Young Carers
- Rotherham Sight & Sound

The event took place on 7 June 2022, from 10am to 3pm, in an outside stall next to the Crossroads Care Rotherham office in All Saints Square, Rotherham; information leaflets from the above agencies were on display, and staff were available to answer any questions or queries. For those who wished to make a one-to-one appointment with a member of staff, the Crossroads Care training room was made available throughout the day, and there was also the opportunity for carers to arrange telephone appointments for a later date.

Between all of the partners, over one hundred contacts with unpaid carers were recorded, which shows that a large number of carers were able to obtain accurate advice and information and / or were signposted to other organisations on the day.

The carers event coincided with the Queen's platinum jubilee celebration, and both the Mayor of Rotherham and the Cabinet Member for Adult Care and Integration were in attendance to speak with carers.

*This work maps to the strategic framework as it supports:*

*Area of Focus 1: Carer Cornerstones Key Objective: Consolidating a community offer for carers ensuring 3rd sector organisations are stabilised.*

*Measure of success covered by the event:*

- ✓ *Safe and friendly spaces are accessible so carers can enjoy themselves and meet others*
- ✓ *Carers know where to go and who to ask for support and advice*

*To show we are making progress we will:*

- ✓ *Record the number of activity and events that take place and gather case studies of positive outcomes for carers*

2.4 *Rotherham Primary Care Carers Resource Pack:* The Service Improvement Team has been providing support to NHS England and NHS Improvement who are developing a carer resource pack for Primary Care. The purpose of

this pack is to provide information to Primary Care Teams so they can effectively support unpaid carers they come into contact with.

The pack has been developed by a range of stakeholders at Place from Health, The Local Authority and the VCSE sector. The pack aligns with Local and National guidance and has been developed from

- [NHS England's Quality Markers for Unpaid Carers](#) – this set of Markers provides practical ideas on actions that can be taken to support unpaid carers – a note on the relevant Quality Markers are noted on each slide
- [NICE quality standard on supporting adult carers \(QS200\)](#) helps improve the quality of care provided to adult carers and supports better outcomes. Links to the relevant quality statements are noted on each slide. The NICE quality standard should be read together with the [NICE guideline on supporting adult carers \(NG150\)](#)

An event was held on 08/06/2022, during Carer's Week, at New York Stadium. This event included one hundred delegates, with funded places for carers and GPs. It included keynote speakers, followed by local authority workshops at which everyone who was involved in producing the resource pack can discuss next steps, how to embed the packs, and how to generate a network of carers champions. The Service Improvement and Governance Manager – Adult Care, Housing and Public Health facilitated a workshop at the 08/06/2022 event, and members of The Borough That Cares Strategic Group have been involved with the development of the carers pack across their networks.

*This work maps to the strategic framework as it supports:*

*Area of Focus 1: Carer Cornerstones Key Objective: Consolidating a community offer for carers ensuring 3rd sector organisations are stabilised.*

*Measure of success covered by this area of work:*

- ✓ *Carers know where to go and who to ask for support and advice*

*To show we are making progress we will:*

- ✓ *Monitor information (pack) requests*

2.5 Crossroads Care: A significant range of support that aligns with the outcomes of the Carers Strategic Framework is provided by Crossroads Care; carers groups, carer activities and events, complementary therapies and volunteering opportunities.

Conversations are underway with Commissioning colleagues in relation to the financial sustainability of the services provided by Crossroads. Officers are actively exploring further options for funding, looking at possibilities through the Better Care Fund, a joint budget with the Council and Rotherham CCG. The draft funding proposals for 2022/3 are currently being developed.

2.6 Carers Forum: Council officers hold fortnightly MS Teams catch-up sessions with the Rotherham Carers Forum (RCF), during the sessions

RCF relay any concerns about carer wellbeing and strategic issues. The most recent meetings have focused on the following topics:

- Recruitment for Rotherham Carers Forum: RCF has received funding for an admin worker through one of the C19 grants. The worker will be in place for two days per month, and their responsibilities will include writing the newsletter and starting work on a database of carers.
- Carers Assessment Poll: RCF held a carers assessment poll on the RCF Facebook site, and the results have been discussed at The Borough That Cares Strategic Group. Outcomes are being picked up by Adult Service and informing improvement work within assessment teams.
- Joint working is underway to support the resumption of face-to-face Rotherham Carers Forum meetings.

2.7 Young Carers: The Young Carers Service is commissioned by RMBC Children and Young People’s Services (CYPS) to Barnardo’s.

As part of the discussions of the Adult Carer’s Strategy at the 8 July 2021 meeting of Health Select Commission, a spotlight review was undertaken in tandem with Improving Lives Select Commission to examine the support available for young carers both during the pandemic and entering the recovery phase. Members met with service leads from the Council’s Early Help Service and Barnardo’s on 22 October 2021.

The three recommendations were generated by Members which derived from discussion during a Q&A session with service leads. This report provides an update on progress against the recommendations, together with details of timescales and accountabilities. The recommendations from the review were agreed by Health Select Commission on 25 November 2021, and by Overview and Scrutiny Management Board on 19 January 2022 and Cabinet on 28 March 2022.

Cabinet’s response to those recommendations was considered and approved at its meeting on 20 June 2022. The recommendations to Cabinet from the Scrutiny Review – Support for Young Carers were:

- a) That action plans and performance matrix be supplied as part of the next update in 6 months’ time.
- b) That a plan be developed to address the current data gap in respect of young carers who mature into adult carers, with a view to providing the best preparation possible and making this transition as seamless as possible for young carers who may continue to have caring responsibilities into adulthood.
- c) That consideration be given to how best to provide additional support to young carers seeking to access employment skills, education and training.

	<p><i>Please see Appendix 2 for an overview of the Young Carers Service including the updates in line with action planning, the performance matrix and access to employment skills, education and training.</i></p> <p>Representatives from CYPS and Barnardo's attend The Borough That Cares Strategic Group. Officers from Barnardo's provide a bi-monthly update to the strategic group and this ensures the young carer agenda is high profile within the strategic framework conversations.</p> <p>Council officers also support the Young Carer Council and plans are in place to ensure regular conversations occur to bolster the voice and engagement input of young carers.</p>
2.8	<p><i>The work progressed by (2.5) Crossroads Care, (2.6) Rotherham Parent Carers Forum and the work with young carers (2.7) maps to the <u>strategic framework as it supports:</u></i></p> <p><i>Area of Focus 1: Carer Cornerstones Key Objective: Consolidating a community offer for carers ensuring 3rd sector organisations are stabilised.</i></p> <p><i>Measure of success covered by this area of work:</i></p> <ul style="list-style-type: none"> <li>✓ <i>Safe and friendly spaces are accessible so carers can enjoy themselves and meet others</i></li> <li>✓ <i>Carers are experts and their voice is heard via a Voice &amp; Engagement Group</i></li> <li>✓ <i>Carers know where to go and who to ask for support and advice</i></li> </ul> <p><i>To show we are making progress we will:</i></p> <ul style="list-style-type: none"> <li>✓ <i>Count the number of meeting places we have and make available for carers</i></li> <li>✓ <i>Record the number of activity and events that take place and gather case studies of positive outcomes for carers</i></li> </ul>
<b>3.</b>	<b>Options considered and recommended proposal</b>
3.1	<ol style="list-style-type: none"> <li>1. Members of the Health Select Committee note the progress that is being made in line with The Borough That Cares – Strategic Framework</li> <li>2. Members of the Health Select Committee acknowledge the work done by 3<sup>rd</sup> sector organisations in support of The Borough That Cares – Strategic Framework</li> </ol>
<b>4.</b>	<b>Consultation on proposal</b>
4.1	<p>Carer organisations came together in May 2020 to ensure a joined-up response to the Covid-19 Pandemic. The Unpaid Carers Group formed to support the emergency response work and this ensured the carer partnership was as strong as it could be in the most extreme</p>



	of circumstances. The aim of all the organisations involved in the partnership conversations were to support carers through the pandemic. These organisations remained connected and through a programme of focus group sessions in 2021 shaped and created our Strategic Framework for 2022-2025.
<b>5.</b>	<b>Timetable and Accountability for Implementing this Decision</b>
5.1	The framework defines how we will create a carer friendly borough; setting out three areas of focus that will be delivered over the next three years 2022 - 2025
<b>6.</b>	<b>Financial and Procurement Advice and Implications</b>
6.1	<p>Finance:</p> <p>Officers are actively exploring further options for funding, looking at possibilities through the Better Care Fund, a joint budget with the Council and Rotherham CCG. The draft funding proposals for 2022/3 are currently being developed in line with BCF planning guidance 2022/23 which provides renewed emphasis on providing carers breaks and carers support for unpaid carers</p> <p>The Better Care Fund currently has a budget allocation of around £600,000 to provide support to a range of Carers Support Services. for 2022/23.</p> <p>The funding to support carers could be reinvested to provide an increase in the number of Carers Assessment / Carers Direct Payment as per the requirements of the Care Act 2014. The impact on current contracts, staffing and budgets will need to be considered and aligned to avoid creating additional service pressures. This would need to align to the priorities of the Carers Strategy. However, approval would also need the agreement of the BCF Executive Group.</p>
6.2	<p>Procurement:</p> <p>As an update report, there are no arising procurement implications.</p>
<b>7.</b>	<b>Legal Advice and Implications</b>
7.1	The Care Act 2014 places a duty on the local authority to assess a carer's support needs (a carer caring for an adult) where there is the appearance of needs and to meet those needs where certain criteria are met. The Children and Families Act 2014 gives young carers and parent carers similar rights to assessment. The Care Act also places duties on the local authority to prevent and reduce potential needs by the provision of services, information and advice. The Carers' Strategy seeks to achieve those outcomes. There are anticipated future changes outlined in the Adult Social Care Reform White Paper (published on 1 December 2021) in which the Government has detailed a number of proposals and commitments to carers. It is note that the Carers' Strategy is a live and flexible document and so this will permit the Strategy to adapt to respond to any legislative change over time.

<b>8.</b>	<b>Human Resources Advice and Implications</b>
	N/A
<b>9.</b>	<b>Implications for Children and Young People and Vulnerable Adults</b>
9.1	<p>The implications for Children, Young People and Vulnerable Adults are set out in section 2.7 of this report (young carers) and section 2.8 (work to achieve the strategic framework) which demonstrates the impact of activity including:</p> <ul style="list-style-type: none"> <li>✓ <i>Safe and friendly spaces are accessible so carers can enjoy themselves and meet others</i></li> <li>✓ <i>Carers are experts and their voice is heard via a Voice &amp; Engagement Group</i></li> <li>✓ <i>Carers know where to go and who to ask for support and advice</i></li> </ul> <p>Further implications for young carers are detailed within the Briefing; Young Carers attached to this report (Appendix 2).</p> <p>Representatives from CYPS and Barnardo's attend The Borough That Cares Strategic Group.</p>
<b>10.</b>	<b>Equalities and Human Rights Advice and Implications</b>
10.1	For Cabinet reports, append the <a href="#">equality impact assessment</a> (EIA) set out any key equalities issues and mitigations identified through the EIA.
<b>11.</b>	<b>Implications for CO<sub>2</sub> Emissions and Climate Change</b>
	N/A
<b>12.</b>	<b>Implications for Partners</b>
12.1	<i>The Borough That Cares Strategic Group</i> consists of people from health, social care, the voluntary sector and crucially people with lived experience. The group meetings on a monthly basis with the overarching aim: to create a carer friendly borough.
<b>13.</b>	<b>Risks and Mitigation</b>
13.1	<p>Co-production takes time and organisations are balancing operational duties with strategic conversations – this can mean that timelines are often subject to change.</p> <p>According to the recent social media mini-poll and feedback from other organisations, carers assessments are not as effective and beneficial as they could be, possible due to time and resource constraints.</p>
	<b>Accountable Officer(s)</b> Nathan Atkinson – Assistant Director Strategic Commissioning
	Approvals obtained on behalf of:



## Appendix 1: Unpaid Carers Services Commissioned by the Council:

### 1. Carers Emergency Scheme:

Domiciliary care service for a period of up to 48 hours (72 at BH) when substitute care is necessary as a result of any sudden or unplanned event that incapacitates the unpaid carer and it would be unsafe to leave the cared for person without support. The service is not charged for and provides peace of mind for unpaid carers registered to the scheme who are undertaking regular and substantial care of vulnerable adults should informal replacement care and support be unavailable. A referral to ACI for assessment is triggered and care and support needs beyond the 48/72-hour period result in continuation of care as required.

Contract Value: £23,000 per annum – currently at risk as we cannot secure a provider to deliver the contract. Plan is to host the service in the IRR Team on a temporary basis.

### 2. Carers Support Worker Service/Dementia Café:

Outcome focused service to improve the quality of life and promote independence for unpaid carers and people living with dementia. The primary objective of the service is to reduce the requirement for more intense intervention by offering; individual support to unpaid carers supporting people living with dementia (all levels) and group support to carers and individuals living with low to moderate levels of dementia. The group support is delivered at a number of Dementia Cafés (memory cafes) taking place at a number of locations across the Rotherham Borough. Individual support is offered to unpaid carers in their homes, via face to face or telephone contact and/or at various locations according to the service user choice within Rotherham.

Contract Value: £78,600 per annum – this has just transferred to a grant agreement – for a period of 2 years - RCCG have injected £3,000/per annum.

### 3. Home Care and Support Services to unpaid carers:

Crossroads Care Rotherham provide home care and support to 78 people who live with or receive support from an unpaid carer. The specialist nature of this service provider means that they are able to provide support to connect Unpaid Carers to relevant statutory or voluntary services. Expected outcomes for eligible Unpaid Carers and the person that they care include:

- Improving quality of life for unpaid carer and the person they care for
- Enabling unpaid carers to enjoy a life outside their caring role
- Achieving greater independence for the unpaid carer
- Having an improved sense of carer wellbeing, mental and physical health
- Reduce carer isolation
- Increase local community, voluntary sector, and social enterprise involvement
- Maintaining/increasing the independence for person being cared for and by
- Sustaining the unpaid carer increasing the chances of the cared for person to remain at home for longer

The Council expends £9,250/wk gross (approximately £481,000/per annum) on the home care and support service.

Expenditure: IRO - £481,000/per annum

4. Unpaid Carers Service accessed by Direct Payments:

Crossroads Carers Rotherham as above

Expenditure: IRO £78,000 per annum

It may be useful to examine each arrangement to estimate whether the unpaid carer is a primary or secondary beneficiary of the service. This could be achieved during the review of all DP care packages.

5. Unpaid Carers – Crossroads Care Rotherham - Home Care and Support and Break Service:

This service although commissioned is not yet actively commissioned on an individual basis as Carers Personal Budgets are not activated currently. The service commissioned includes a Flexible Carers Break Service, provided to Unpaid Carers utilising the allocated weekly hours, determined by a Carers Assessment, to allow the Unpaid Carer to have a break from their caring duties. This service has not yet developed but could be through either Unpaid Carer Personal Budgets/DP or Contracted arrangement – brokered via the brokerage support service. A Carers Centre (VCS) could also administer this along with a Carers Assessment (delegated)

Expenditure: Nil currently. – Risk – Unpaid Carer Personal Budgets are a requirement in the Care Act 2014/carers assessment to determine this but there is currently no arrangements – financial or otherwise. There is however some contract arrangements in place as above.

Unpaid Carers Services Commissioned by Health:

6. The Carers Resilience Service – Crossroads Care Rotherham: Annual Expenditure: £650,000

## Briefing: Young Carers [www.barnardos.org.uk](http://www.barnardos.org.uk)

Barnardo's Registered Charity Nos. 216250 and SC037605

---

### Context

The Young Carers Service is commissioned by RMBC Children and Young People's Services (CYPS) to Barnardo's. A review, carried out during 2021, into the Strategic Partnership with Barnardo's recommended that the Young Carers Service agreement was continued via new grant arrangements for 3 years, with annual break clauses. The review concluded that the Young Carers Service is well-established, with clear aims and objectives that lead to good outcomes for young people.

The total service cost is £76,231. With CYPS investing £42,850 and Barnardo's contributing £33,381 from their own funds. Barnardo's also attract additional external funding to support activities for Young Carers.

The service provides support to children and young people from the age of 8 to 18 (up to 19th birthday) who give care to someone in their family, usually a parent, grandparent, sibling, or someone very close to them. The person they care for may have a physical disability, ill mental health, sensory and/or learning difficulties or problematic use of alcohol or drugs.

Referrals are made through School, Health, Social Care, Voluntary Organisations, and self-referrals from families are also accepted.

The service is time limited, typically 6 to 12 months where following assessment including (MACA and PANOC tools) It provides solution focussed support which includes an individual support plan, specifically tailored to each child/young person's needs as a young carer. This can include:

- One to one support where assessed need identified.
- Support to give a better understanding of the person they care for in terms of illness/difficulty - in child/young person friendly terms.
- Issue Based Group work around confidence, self-esteem, anger management, stress management and relaxation, keeping safe, bullying, health/hygiene and first aid training.
- Access to group social activities whilst with the service. Support to aid social inclusion.
- Support in school to help with attendance and any other difficulty which may be identified in the assessment process to ensure young carers receive the appropriate support to enable them to achieve and have the same opportunities as their peers.
- Training and advice to schools and other services in contact with Young Carers.

### Performance

Performance review meetings take place each quarter with the most recent being held on 21/04/22. Data collected includes referral source, age, gender, ethnicity, disability status. Q4

performance report is contained in Section A and the Key Performance Indicators are attached as Section B.

### **Data Gap**

CYPS performance team are exploring including any children and young people being supported by Early Help or Social Care who are identified as young carers on the transitions dashboard which is currently being further developed. This would help make the transition as seamless as possible for young carers who may continue to have caring responsibilities into adulthood. Any changes would be dependent on ensuring that the data could be collected and identified in the right way and the quality of the data being accurate.

Locally and nationally, there is a potential data-gap as young carers become young adult carers as there is no available mechanism for professionals to use, such as a national register of young carers. Awareness raising and information sharing across the childcare and education provision are key factors in ensuring children are identified and potential support needs for themselves and their families are assessed and addressed.

There are no current long term follow-up studies in place to gather information from young adult carers. There are significant challenges to consider in terms of data protection and consent, as in essence this study would be asking children to consent to being contacted when they are adults, and their view may have changed or their life circumstances, meaning that they see the 'later' contact as unwelcome. It is likely that such a study could only be an offer that the young person could voluntarily contact the service to update on their progress if they wished to do so. Whilst this may mean that some data is collected, it may not be seen as empirically valid with the likelihood that only positive updates would be received.

In Rotherham Young Carers are identified when referred to the Young Carers Service which is commissioned to Barnardo's via RMBC CYPS. In addition, secondary school pupils in years 7 and 11 are asked via the Lifestyle Survey to provide information around any caring responsibilities they may have.

To mitigate the data-gap in Rotherham regular formal meetings take place for all local services to connect and update on issues and developments. The Barnardo's Team manager attends 'The Borough That Cares' Strategic Group, a monthly strategic forum chaired by RMBC. Individual meetings have also been held with the Co-ordinator, to ensure our service and the voice of the young carers' representatives (Young Carers Council) are contributing to the Rotherham Carers Strategy that is under development.

### **Education, Employment skills and Training**

Effective liaison is in place between statutory and voluntary services. There is an acknowledged shared goal of seeking to ensure that young carers do not miss potentially life-changing opportunities for education, employment, and training due to the demands of their caring role. Individual assessments and tailored support are offered to young people to encourage and support them to identify and achieve their personal goals.

Joint working with Social Workers and Early Help Workers continues to ensure the children and young people receive the best possible co-ordinated support to enable them to achieve their full potential.

The RMBC Early Help NEET Lead attended Barnardo's team meeting on 22nd March and plans are in place to progress additional support for young carers.

Barnardo's staff continue to work collaboratively with Higher Education Progression Partnership (Hepp) which works across the Sheffield City Region to encourage more children, young people, and adults to consider higher education opportunities. Where identified, staff have supported and encouraged parents/carers of young carers, to attend virtual sessions delivered by HEPP to support them with their child moving on to university. Staff at Barnardo's have completed a 'Nomination Form' for Sheffield Hallam University. The form is specific to young carers (also young people with disabilities/Care leavers/LAC and other young people with additional needs/barriers) to access support as a young carer through the application process and when they commence university.

Barnardo's Team members supported 2 young carers to a 2-day event in March held jointly by Sheffield and Hallam Universities aimed at encouraging young carers to apply for university and addressing their potential needs and issues.

Section C includes a case study related to young man's transition to college.

From an Early Help Service perspective, all young carers who are NEET will make up part of the Outreach & Engagement Caseload and are offered practical help and support in order to access training, education or employment. Outreach & Engagement workers have a good awareness of young carer needs and work with families to ensure that young people can achieve their aspirations. When a young person is open also to Barnardo's the Outreach Worker will liaise to ensure a collaborative approach



# Rotherham Young Carers

<b>Title:</b>	Barnardo's Rotherham Young Carers (Quarter 4 2021-2022)
<b>Date:</b>	March 2022
<b>Author:</b>	Kevin Hynes
<b>Version:</b>	1

## 1. SERVICE DELIVERY

**1.1** We are pleased that we have exceeded the agreed target of 50 new cases opened within the year. The overall situation was helped by relaxation in Covid restrictions meaning schools and other agencies were more willing and able to allow visits and sessions to take place on their premises. Although the situation has improved, due to the high current level of infections we continue to have sessions cancelled or deferred due to ill health or failed Covid tests. As our young carers may live with others who are vulnerable, we are continuing to follow robust risk assessments and adhering to safety procedures.

Virtual groups have been offered to children each week to offer some focused support and the opportunity for some social interaction with peers. We are pleased that in-person groups will now resume this month.

We have been able to make use of additional Barnardo's funding to provide school clothing grants and have distributed a number of donated devices such as tablets and mobile phones along with advice on safety and setting up parental controls on these devices.

### 1.2 Covid Outbreak Management Fund (COMF)

COMF funding has been agreed and representatives from the service and RMBC met with Councillors in a Health Select Committee to discuss how the funding will be utilised. Next meeting with the Council is on 19/05/22.

1 - We appointed a new team member in November and her induction is complete and she has begun casework with children and families. This additional casework capacity has been reflected in the caseload figures below.

2 – Wellbeing packs have been delivered to 38 children as the referral is accepted and they are placed on the Waiting list. These packs contain a range of helpful resources for children and are designed to support the emotional wellbeing of the child whilst they await individual support and intervention from the team.

3 – Weekly on-line support groups are being offered to the children awaiting their support to commence. There are two groups, one for older and one for younger children. These sessions are held early evening and serve as an opportunity for the child to begin initial engagement with the practitioners and the chance to cover relevant topics such as how they are coping overall, any common school issues and to share some social time on-line with other young carers. Younger children are also engaging in some joint on-line games within the sessions, but the older children are understandably not wanting this within their sessions. Attendance at these groups fluctuates.

4 – First Aid Training – 8 children attended this bespoke training in the February Half term.

5 – We have had service information leaflets translated into Urdu and these are now ready for wider distribution. (see copy)

### **1.3 Collaborative working**

Regular TAF/CIN/Core Group/Case conference meetings continue to be held virtually with staff attending and contributing to plans supporting young carers and their families (some are now held face-to-face)

Staff continue to be in contact regularly with the wider Barnardo's teams based at Nightingale court via telephone or e-mail, sharing ideas and information for remote working with children and young people, to enable the continued delivery of best practice.

There have been occasions where staff from one Barnardo's service at Nightingale Court (Young Carers), have been able to identify support needs of a young person they are working with within another Barnardo's service (ReachOut/Trusted relationships) and visa-versa. Internal referrals have been made and the joined-up interventions have proved to have very positive outcomes.

Joint working with Social Workers and Early Help workers has continued during this period, to ensure the children and young people we support receive the best possible co-ordinated support to enable them to achieve their full potential.

Rachel Jackson the RMBC Early Help Lead on NEET young people attended our team meeting on 22nd March, and we have already been able to liaise with her to obtain support for young carers.

### **1.4 Transition to Adulthood**

Staff continue to work collaboratively with Higher Education Progression Partnership (Hepp) which works across the Sheffield City Region to encourage more children, young people and adults to consider higher education opportunities.

Where identified, staff have supported and encouraged parents/carers of young carers, to attend virtual sessions delivered by HEPP to support them with their child moving on to university. Staff at RYC have completed a 'Nomination Form' for Sheffield Hallam University. The form is specific to young carers (also young people with disabilities/Care leavers/LAC and other young people with additional needs/barriers) to access support as a young carer through the application process and when they commence university.

Team members supported 2 young carers to a 2-day event in March held jointly by Sheffield and Hallam Universities aimed at encouraging young carers to apply for university and addressing their potential needs and issues.

### **1.5 Activities**

No social activities took place in the February half term, but Easter social events are scheduled.

### **1.6 Staffing and Training**

Regular, collaborative work with schools has continued. Practitioners have given guidance specific to working with young carers in school to ensure young carers are fully supported in school and at home. Practitioners have also been proactive in ensuring young carers have received extra support with education and pastoral support where needed.

Practitioners have also accessed and completed Restorative Practice Training. Practitioners have already been able to put this training into their practice where relationships have broken down, creating stronger families.

Staff have accessed training on trauma and working with children with additional needs.

## 1.7 Young Carers Council

The Young Carers Council have held 2 in person meetings during this quarter. They jointly visited the Truth to Power Café event at the Civic Theatre in February.

In March, Sarah Christie co-ordinator of Children's Capital of Culture for 2025 attended the meeting to update on progress and seek views from the children.

We have also made links with Campbell McNeill who is leading on the Rotherham Carers Resource Pack as he is keen to ensure that young carers voices form part of what is designed and offered across Rotherham.

## 1.8 Participation

VIP meetings

Staff are attending on-line VIP meetings, working in partnership with other services for children, young people and families. The purpose is to strengthen the voice of the child in systems and processes that can impact on their lives and those of their families. Information from the meetings is then fed back to the Participation group at Barnardo's to ensure the group are included in any appropriate projects involving children and young people in Rotherham. This group consists of young people from all Barnardo's services in Rotherham, including Young Carers, supported by staff. The group is active in informing and developing the services and being involved in different aspects of Barnardo's work.

Rights Advocacy and Participation (RAP) Forum

Staff are also involved with Rights Advocacy and Participation (RAP) Forum, within Barnardo's. Staff from Rotherham Young Carers have been able to share their knowledge and practice around this subject with the forum. At present the group are looking at examples of good practice when consulting with young people and how this can be improved by encouraging more young people to participate and gain their voices to influence service delivery.

'The Borough That Cares' Strategic Group

The RYC Team manager also attends this monthly strategic forum chaired by RMBC. An individual meeting has also been held with Jo Hinchcliffe – Co-ordinator, here at our base and we are contributing to the Rotherham Carers Strategy.

National Young Carers Forum

A Team member attends the National Young Carers Forum each quarter to share information and keep updated on new research and developments.

## 1.9 Additional Support: Barnardo's grants etc

### Young Peoples Grants

- Sofa bed & Bedding - £158
- Cooker - £180
- School Clothing - £200
- Laptop - £205

### Vouchers

- Asian Supermarket vouchers - £40
- Love to Shop - (thank you re art exhibition)- £20
- Love to Shop- Family furniture -£50

## 2. OVERVIEW

23 Y P have been worked with during Q4

54 Y P have been allocated between 1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2022

## 3. REFERRAL INFORMATION

3.1 21 new Referrals accepted in this quarter to Rotherham Young Carers.

### 3.2 REFERRAL INFORMATION for Q4 - 1st March 2022 to 31st March 2022

Please see data below recorded at point of referral:

#### 3.3 Source of the Referral

Source of the Referral	Q4 referrals
Social Care	7
Education	7
Health	2
Family	4
Voluntary Agency	1
TOTAL	21

#### 3.3 Disability Given at Referral

3 Young People were identified as being on the autistic spectrum at the point of referral.

#### 3.4 Gender

Gender	Q4 referrals
Male	6
Female	15
Other	0
TOTAL	21

#### 3.5 Ethnicity

Ethnicity	Q4 referrals
White British	20
Mixed Black Background	1
TOTAL	21

### 3.6 Age of Referrals

Age	Q4 referrals
7 – 10 years	6
11 – 14 years	12
15 - 17 years	3
TOTAL	21

## 4. POSTAL AREAS / DISTRICTS

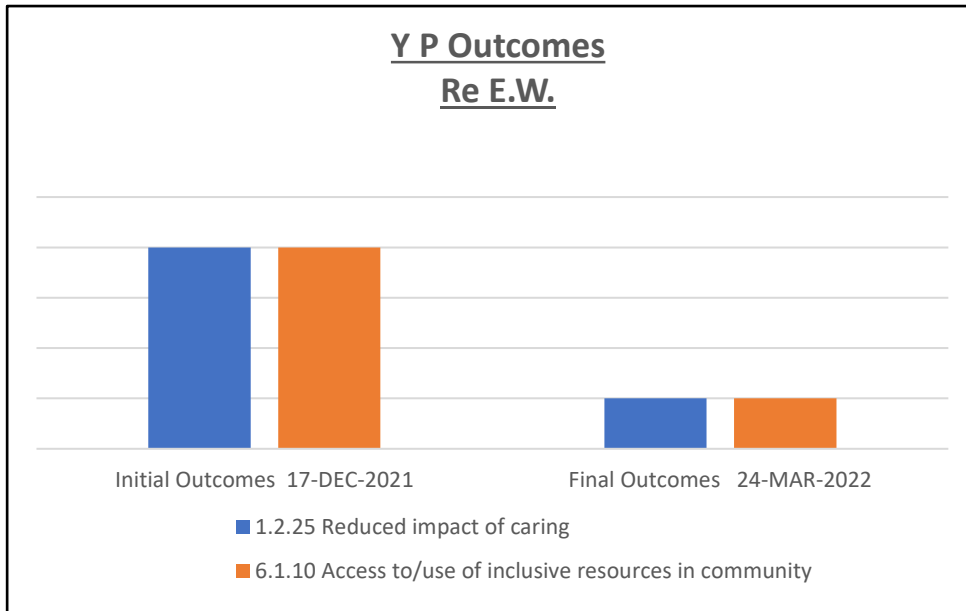
### 4.1 Children and Young People waiting allocation = 25

Waiting List	
Bramley	1
Brampton	1
Canklow	1
Eastwood	1
Kimberworth	1
Kiveton Park	3
Maltby	3
Ravenfield	1
Rawmarsh	4
Swinton	2
Thrybergh	1
Thurcroft	2
Thurnscoe	1
Wath-upon-Deerne	3
TOTAL	25

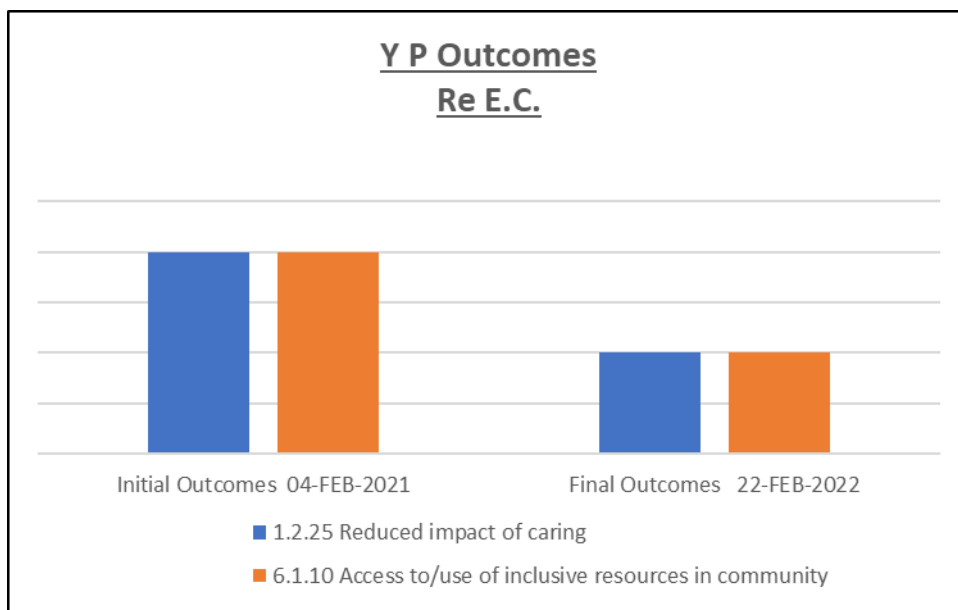
Cases currently Open	
Aston	3
Brampton	1
Brinsworth	1
Canklow	3
Dinnington	2
Eastdean	3
Eastwood	2
Greensborough	1
Herringthorpe	3
Kimberworth Park	2
Kiveton Park	2
Rawmarsh	5
Swallowest	4
Swinton	4
Thrybergh	1
Thurcroft	3
Wath	4
Wickersley	1
TOTAL	45

## EVIDENCE OF CASE OUTCOMES

4.1



4.2



Section B

**Draft Barnardo's Young Carers Key Performance Indicators 2022/23**

(to be reported against from Quarter 1 April – June 2022)

Ref No	KPI
YC1 Contact and Referrals:	
YC1.1	Number of contacts
YC1.2	Number of contacts not accepted as referral
Number of contacts gone onto referral:	
YC1.3	% of contacts accepted as referral
Referral Source:	
YC1.4	Social Care
YC1.5	Education
YC1.6	Health
YC1.7	Family
Waiting Times:	
YC1.8	Average waiting time for initial visit
YC1.9	Average waiting time for assessment
YC1.10	Average waiting time for access to support groups
YC1.11	Number awaiting decision to accept case
YC1.12	Total number of cases on the waiting list end of quarter
YC2 Service Delivery:	
YC2.1	Number of children using the service (annual target 50)
YC2.2	Number of initial visits completed
YC2.3	Number of assessments completed
YC2.4	Number of sessions provided
YC2.5	Number of support groups accessed
YC3 Closed Cases:	
YC3.1	Number of closed cases
YC3.2	% of closure reports completed (closed cases)
YC4 Outcomes	
YC4.1	% of outcome measures completed with young people (case closure)
Outcome Measures:	
YC4.2	% of young cares - reduced impact of caring (+ DOT)
YC4.3	% of young carers - access to/use of inclusive resources in community (+DOT)
YC4.2 & 4.3 Assessment scores parameters – 1 (needs met), 2 (mild need), 3 (moderate need), 4 (serious need), 5 (critical need) Direction of Travel (DOT): ↑ (improved) ↓ (declined) → (maintained)	
YC4.4	% Have Your Say feedback forms completed (case closure)
YC4.5	Number of Safeguarding concerns reported:
YC4.6	Social Care
YC4.7	Early Help
YC4.8	Number of cases escalated:
YC4.9	Social Care
YC4.10	Evolve
YC4.11	Number of complaints
YC4.12	Number of compliments

NB: Equal Opportunities KPI's to be firmed up

### **Case study – Young carer EET Support**

J was referred into Barnardo's Young Carers by their parent A, who has an immune mediated disease and J helps them physically and emotionally. The referral detailed that J resided with their Parent A, Parent T, and sibling. Their Parent T worked away. Their older sibling was expecting their first child and lives with their partner nearby.

When completing a home visit, the family informed me that they had moved to a new adapted property due to A's needs, they accepted it as adapted properties don't become available often. The property needed decorating and most rooms had bare concrete floors. The family had a broken cooker and washing machine and were struggling financially, due to being reliant on one wage. The property was also a further distance from J's school, resulting in J waiting for the bus early in the morning and often not being home until late at night. Once a week J was even later due to additional lessons.

J discussed worries about their Parent falling in the property due to the concrete floor and how cold the house feels. J spoke of a recurring fear that they would come home from school to find their parent A unconscious on the floor. On arrival from school, J makes the tea and helps complete jobs around the home, struggling to find time for course work.

I contacted J's Head of Year at school and discussed my concerns. Due to the bus timetable J was having to get an earlier bus to be on time, resulting in J having to wait outside. The additional classes being offered due to Covid lockdowns were resulting in J getting home even later. I composed a report that their Head of Year took to the school inclusion panel. This resulted in a plan being drawn up. J was able to attend school slightly later. J was offered support in the day and all their extra lessons were placed online. Time out passes were put in place and weekly catch ups with their Head of Year were scheduled into their timetable. All their teaching staff were informed of their caring role.

I applied through the Barnardo's Covid response fund – 'See, Hear, Respond' and secured the family a cooker and washing machine. To assist with the plan in place in school to support J, I also applied for a laptop. I applied to Barnardo's Grant Scheme for money to carpet the property. Some money was granted, but not enough to carpet all the rooms required. Our service manager liaised with our regional manager and discussed the concerns. The regional manager accessed additional funding through Barnardo's to carpet the remaining rooms.

I have maintained involvement with the family through the varying Covid restrictions and lockdowns. Parent T's hours reduced during Covid, seeing the family struggle more financially. Food parcels were offered to support the family when required. Parent T spoke to me about applying for a local job. We explored the benefits of working more locally on the family. Parent T now has local employment, which means they are more available to the family, and they have informed their workplace of their care responsibilities and the workplace are supportive. J now has a free bus pass which has further supported J and the family.

J spoke to me about how their Parent was struggling with not being able to help their sibling with the new baby. I spoke with parent A and the sibling and with their consent contacted the local children's centre for information. The sibling and their baby started to attend online and then actual classes and groups through the children's centre.



J discussed he was worried about applying to college. I supported him with applications and contacted the college to ascertain what he would need for interviews. J got a place on their first choice of a plastering course. I contacted the college and spoke to the Young Carers lead to discuss J's caring role. Before college started, I arranged a meeting with the special support team in the college and J now has additional support in college. All J's lessons are sent on PowerPoint and uploaded online should J not be able to attend any of them. J has a Mentor, and all their teaching staff are aware of their caring role and extensions have been added to all their course work deadlines to reduce their worries of possibly submitting work late.

Parent A's condition has continued to progress, and they have been offered a new treatment, which is having more physical impact. J and I have discussed this in our sessions. In discussions with parent A, we agreed that I would make a care enquiry to adult services to consider further adaptations in the home. We have received contact from adult services to update that they will receive an Occupational Therapy re-assessment.

J is doing well at college and benefitting from the support in place. Since the carpets have been fitted J reports the home is warm, and their worries have substantially reduced about Parent A falling. J is feeling more able to focus when at college. Parent A no longer feels like a prisoner in their own home and less worried of falling. They are now able to have their grandbaby over more as they now feel better about baby crawling around the floors now they are carpeted. Parent T is now able to assist more in the home and has managed to decorate, having a regular wage and working locally. Having a working washing machine, has saved the family time and reduced J's worries of it flooding the kitchen and their Parent falling. The cooker has also helped with the food the family can now prepare and reduced the cost and reliance on takeaways. J continues to use their laptop, being able to use it at home and in college.