

## **Young Carers' and Disabled Parents Project**

### **End Project Report**

This report describes how well the Young Carers' and Disabled Parents Project performed against its Business Case, including the original planned cost, schedule and tolerances and final version of the Project Plan.

#### **1. Achievement of the Project's Objectives**

The objective as stated in the Business Case dated September 2011 was:

To identify Young Carers and support them and their families in ways that prevent inappropriate caring and support parenting roles regardless of which service is contacted first. Young carers with disabled parents can also receive support if they are looking after siblings.

The support and services provided should meet the needs of the child in line with the UN Declaration on the universal rights of children i.e.

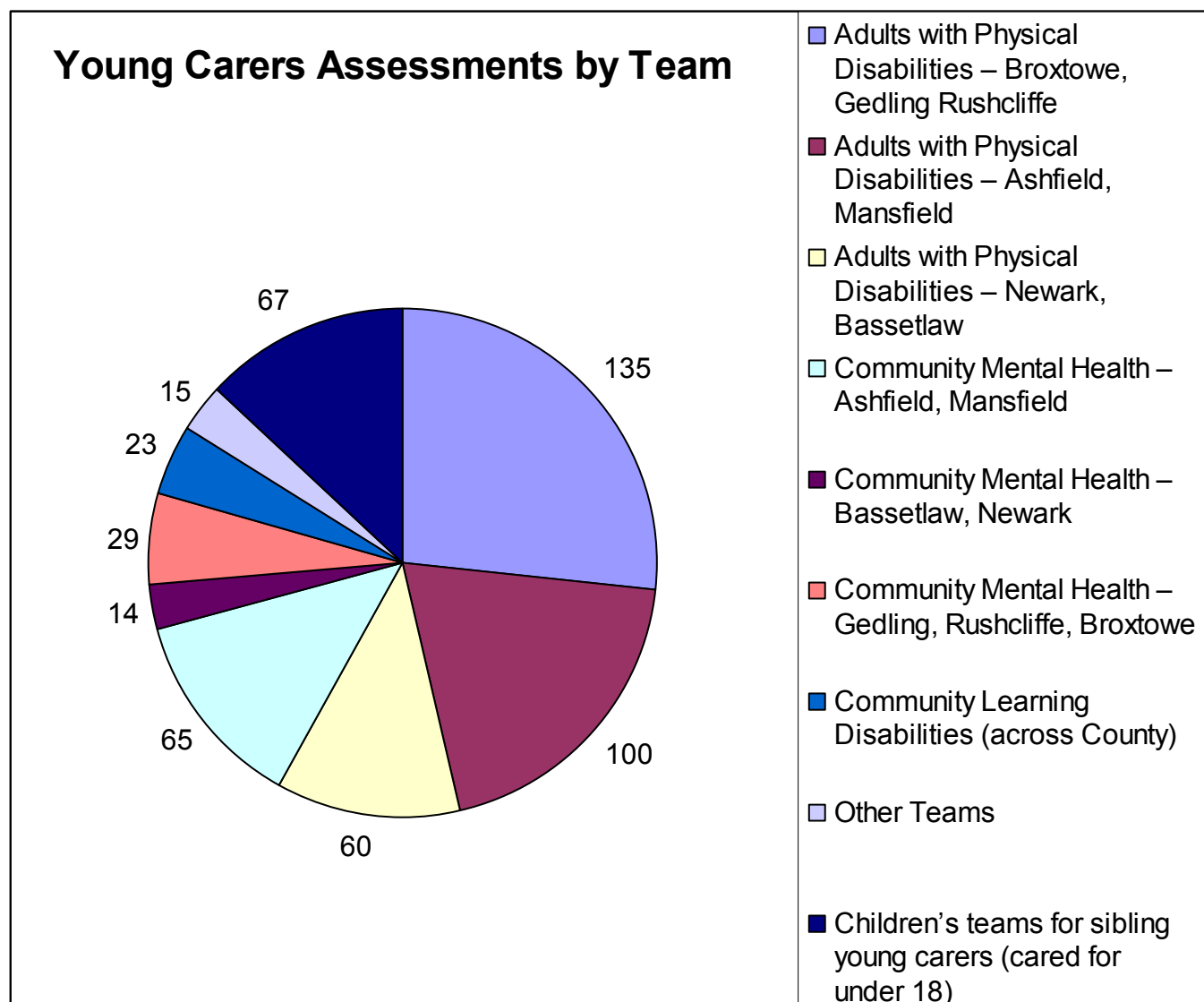
- Every child and young person has the right to feel safe and secure
- Every child and young person has the right to be treated as an individual
- Every child and young person has the right to remain healthy
- Every child and young person has the right to privacy, dignity and a professional approach from all staff when meeting his or her needs.
- Every child and young person has the right to information, in a format that is understandable, and support relevant to their needs, which will enable him or her to make informed and appropriate choices.
- Every child and young person has the right to be accepted for who they are , which is inclusive of their age, gender, ability, race, culture, religion or belief and sexual orientation

The goal was to:

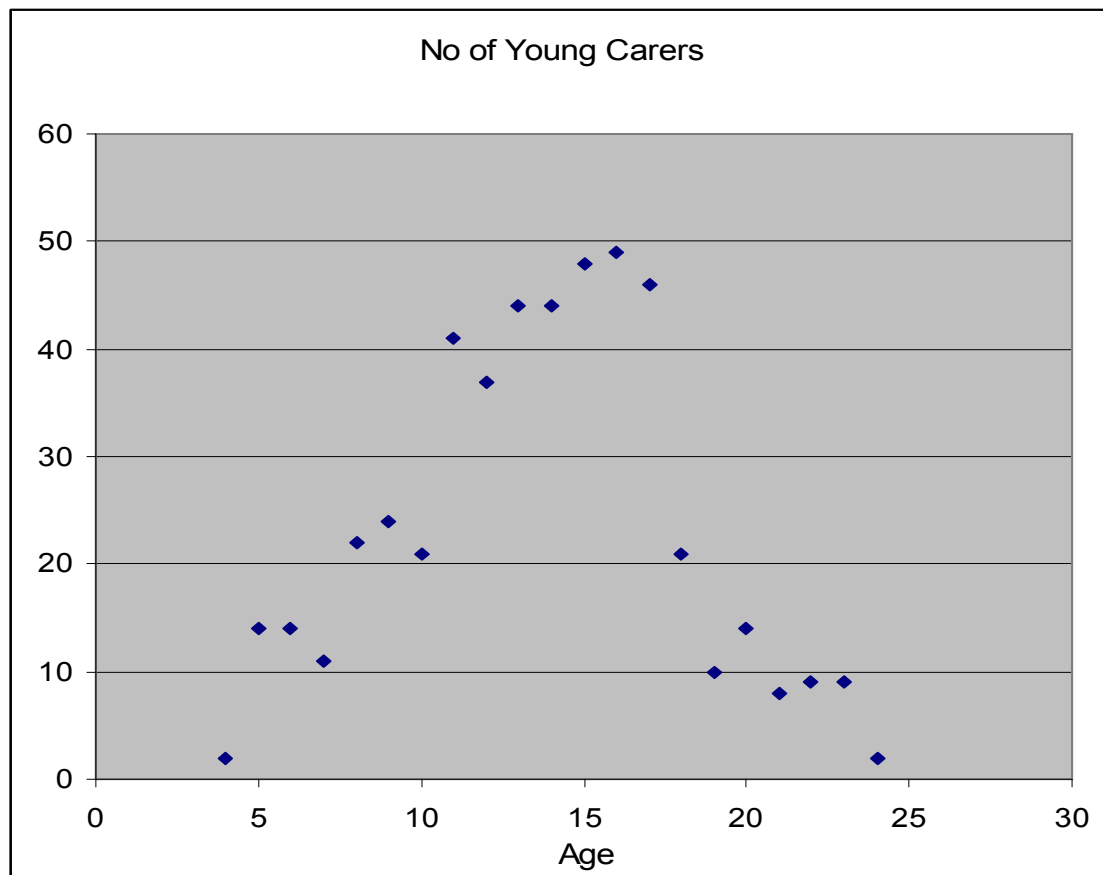
- Meet the needs of Young Carers and Young Adult Carers as identified in the Young Carers Strategy for Nottinghamshire.
- Ensure disabled adults are adequately supported in their parenting role
- Minimise the extent to which children and young people take on caring roles that are inappropriate or detrimental to them
- Ensure there is adequate support for those children and young people who are adversely affected by the illness or disability of their parents/carers. This will mean that they can enjoy the same expectations and chances during childhood and teenage years as those children without disabled parents or carers

In line with the Adult Social Care, Health and Public Protection Business Plan for the period 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2014, the funding should support young carers through development and implementation of Carers' Personal Budgets and personal budgets for the disabled parent.

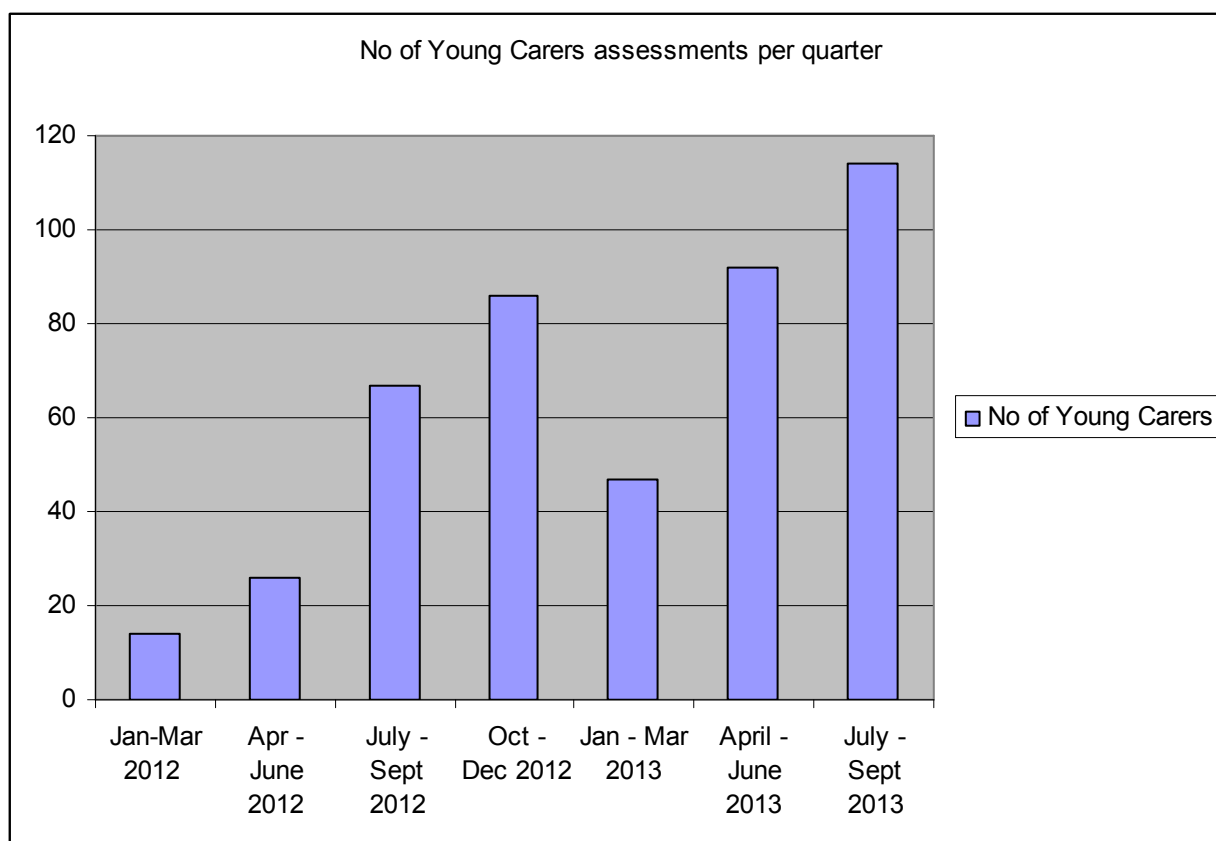
A new young carers' assessment process was implemented in November 2011 and cascaded to all Adult Social Care teams. Since then, 508 young carers have been identified and offered personal budgets to meet their needs and outcomes. In approximately 40% of these cases, their parent's are also receiving support from Adult Social Care. The following pie chart shows the breakdown of these assessments across the teams and districts:



The following graph shows the breakdown by young carer's age:



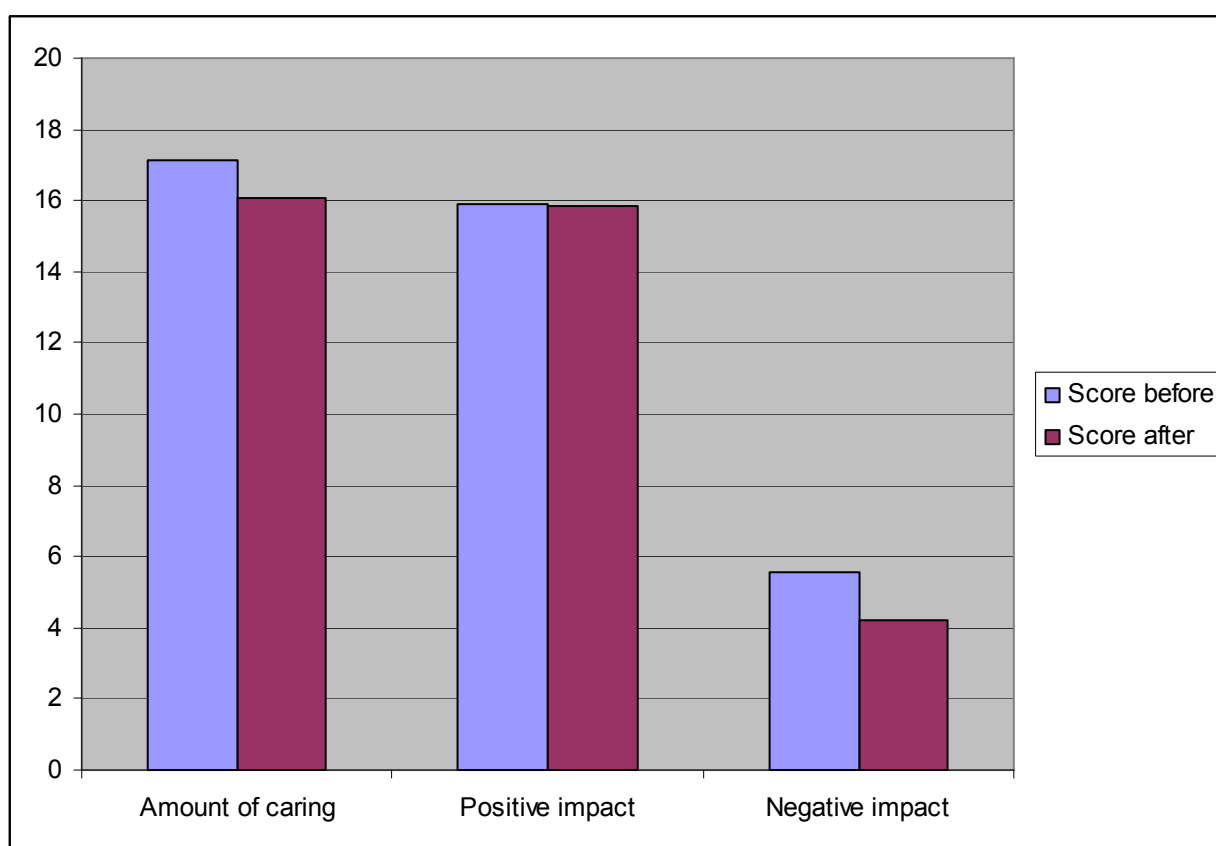
The following graph shows the breakdown per quarter during the project:



## 2. Performance against Planned Targets

### Evaluation Results

The University of Nottingham young carers' questionnaires (MACA and PANOC) were used for evaluation purposes and are now part of the young carers' assessment process. The MACA (multi dimensional assessment of caring activity) represents the amount of caring where scores over 15 represent a high amount. The PANOC (positive and negative aspects of caring) has two scores where a positive score below 12 or a negative score about 8 would represent cause for concern. All young carers are asked to complete these questionnaires as part of their assessment and Adult Social Care staff are encouraged to complete a review after 4 months and ask the young carers to complete the questionnaires again. As at the end of October 2013, 145 young carers have been reviewed and this has identified a significant reduction in the negative impact of caring (see results below).



These results show that there is no significant difference to the amount of caring or the positive impact that the personal budget is having but it has demonstrated a significant reduction (24%) to the negative impact. These results are in line with national statistics produced by the University of Nottingham.

Providing personal budgets to young carers to meet their educational needs, social and leisure activities has made a significant reduction to the negative impact that caring is having.

The support that the Young Carers' Service (commissioned by the County Council to Family Action) is having has also reduced this negative impact further. At the initial assessment, the average negative PANOC score was 6.42 and after four months this reduced to 4.32

demonstrating a 33% reduction. These results are based on 40 young carers receiving support from Family Action. There was no significant change to the positive impact or the amount of caring within this cohort.

## Budget

The majority of the £1.8 million annual budget is allocated to the support for the 'disabled' parent or other family member. The original budget for the project was £1.8million spread over financial years 2011/2012 and 2012/2013. Cabinet then decided to allocate a permanent budget of £1.8 million from financial year 2012/13.

During financial year 2011/2012 a total of £225,498 was spent as follows (budget £900,000):

• Disabled Parents support packages (18)	161,564
• Young Carers one-off Direct Payments (21)	11,283
• Salary (July 11 to March 12)	32,062
• Family Action (11/12 contribution)	20,000
• Other expenditure	589
• <b>Total Expenditure (11/12)</b>	<b>£225,498</b>

This under spend was due to the low volumes of young carers assessments conducted since the process was only implemented from November 2011.

During financial year 2012/2013 a total of £1,116,329 was spent as follows (budget £1.8 million):

• Disabled parents support packages (90)	807,991
• Young Carers one-off Direct Payments (191)	109,632
• Young Adult Carers 18-24 (32)	6,729
• Other Expenditure	6,870
• Salaries (April 12 to Mar 13)	140,951
• Parenting Courses (3 months)	24,156
• Family Action (12/13 contribution)	20,000
• <b>Total Expenditure (12/13)</b>	<b>£1,116,329</b>

Due to previous year's commitment for the disabled parent's ongoing packages of care, a remaining budget of **£860,177** exists for 2013/2014 financial year. This has been allocated as follows:

• Parents with Mental Health (MH) needs	1156
• Parents with Physical Disabilities (PD)	488,938
• Young Carers one-off direct payments	240,000
• Salaries and remaining parenting training	130,083
• <b>Total budget (13/14)</b>	<b>860,177</b>

In the financial year 2013/2014, £240,000 has been allocated to the young carers' one-off direct payments in Framework. All Young Carers personal budgets are automatically assigned to the young carers cost centre on Framework. Details of these direct payments can be extracted from the Service User Costing Report. The funding for disabled parents has been allocated to the PD and MH teams based on previous year's expenditure.

The following table shows the value ranges for the young carer's personal budgets:

<b>Value of the Young Carers Personal Budget</b>	<b>Number of Young Carers</b>
£0-500	281

£501-800	140
£801-1000	78
>£1000	9

### 3. Approved Project Changes

Adult Social Care Committee approved the employment of 6 temporary Community Care Officers as Young Carer Workers to identify young carers, conduct assessments and commission personal budgets. These posts were set up originally for 6 months from April 2012 and were extended for a further 6 months. Three posts were based in each of the Physical Disabilities teams, two in Mental Health (North and South) and one working across Children's departments.

What About Me (WAM) is now a trusted assessor and conducts young carers' assessments on behalf of the Council. WAM supports children affected by their parent's substance misuse. A Service Level Agreement for a 12 month period was in place to cover the costs of these assessments (Sept 12 – Aug 13). As only 5 young carers' assessments were conducted during this period, WAM agreed that there was no need for an extension to this SLA, but agreed to continue identifying young carers, as part of their normal procedures and refer to Nottinghamshire County Council for support when necessary.

A need was identified to have young carers' direct payments managed by a separate Direct Payment Support Service when it was not appropriate for the parent to manage the money. This was often the case when parents had mental health or substance misuse issues. The Carers Federation were contacted and they agreed to manage the first 10 direct payments free of charge to understand the effort involved and agree ongoing charges. This was not successful so a separate three year contract was drawn up with Penderels Trust, an existing DPSS Provider, who now manages direct payments for young carers.

Following the ongoing need for young carers' assessment training in Adult Social Care, a new e-learning module was developed by the Workforce and Organisational Development team and published at the end of September 2013. This is the first Social Care training module on Skillport; it takes the user through the identification of young carers, covers the support available and the Frameworki process with links to staff guidance, policy documents and external organisation's websites. This has been cascaded to the Adult Social Care teams.

### 4. Risks

Three risks were identified at the start of the project.

There was a risk that Nottinghamshire County Council (NCC) would be unable to identify new young carers and existing young carers needing support, resulting in a significant under spend. Existing service users with parenting responsibilities and young carers on the Connexions Service's database were contacted. Awareness was raised within schools (all schools were contacted and sent posters), health professionals and specialist agencies. A Fact Sheet and leaflet were produced and a new NCC webpage created.



There was a significant under spend in 2011/12 but this was due to the fact that the young carers' assessment process wasn't implemented until November 2011 and the temporary Young Carer Workers were not in post until April 2012. Family Action referrals were encouraged and What About Me organisation was set up as a trusted assessor. Internal training courses were run for social care staff in January 2011 and September 2012. Between April 2012 and March 2013, 191 young carers received personal budgets compared to 21 the previous financial year. In the first 8 months of this financial year, 290 young carers have received personal budgets. This increase has been due to the Young Carer Workers raising awareness both in Schools and within the Children's Targeted Support Service, Children's Disability Service and Children's Social Care teams.

There was a risk that the money would not be distributed fairly resulting in only those carers known to Social Care receiving the additional support. Following the increase in publicity and the employment of the temporary Young Carer Workers, this risk did not materialise although the majority of new young carers are identified by Social Care staff during the assessment of a disabled adult.

There was a risk that the infrastructure would not be in place to access the funding during the financial year 2011/2012 due to the implementation of BMS (Business Management System). The mitigating action for this was to manually transfer funding from the young carers/disabled parents budget to each locality budget on a monthly basis. This continued until May 2013 when the Frameworki software was updated so that young carers' one-off direct payments can be automatically allocated to the correct cost centre and costing reports can be extracted. In terms of the disabled parents packages, due to the ongoing commitment in Frameworki when young carers were first identified, only £490,000 of the budget remains for the parents this financial year which has now been moved to the Physical Disability teams.

A new risk was raised in August 2012. The volume of assessments may fall due to the new temporary CCO staff not passing on all the knowledge regarding the young carers' process to the social work teams before their contracts expired. To mitigate this, additional training sessions were run in September 2012 for other Workers in the younger adult teams. However, despite this the number of referrals reduced significantly during the Jan to Mar 13 quarter when there was only one young carer worker in post. Eighty six young carers' assessments were conducted during October to December 12 but only forty seven during January to March 2013. Two more Young Carer Workers started in the following quarter and ninety six assessments were carried out during April to June 2013.

## **5. Project Handover and follow-on actions**

### Ongoing work within the Adult Joint Commissioning Unit

The following tasks should reside within the ASCH&PP Joint Commissioning Unit from January 2014:

- Review and update staff guidance and other policy documents in line with legislation changes
- Attend the Young Carers' Steering Board (CFCS) and represent ASCH&PP
- Maintain the young carers leaflet, Fact Sheet and website

- Be the main contact with the Performance Improvement Team (PIT) who are reviewing ongoing evaluation and reporting requirements.
- Continue raising awareness e.g. Schools, Health partners and internal social care teams
- Review e-learning survey results (from survey monkey) and ensure young carers training course is updated
- Be the main contact for the Young Carers' Service and What About Me organisation who are both Trusted Assessors
- Handle any referral queries from ASCH Workers and the Customer Service Centre/Adult Access Team staff (including any updates to LAGAN scripts). Attend ASCH Younger Adults team meetings as required to encourage identification of young carers.
- Handle queries regarding the Penderels Trust brokerage contract. Invoices will go directly to Wendy Adcock, Group Manager, Disability South.
- Manage the Group email account [youngcarers@nottsc.gov.uk](mailto:youngcarers@nottsc.gov.uk) which contains the MACA/PANOC questionnaires

The estimated effort for this role is approximately 2 days per month

#### Ongoing work within the Children's Department

During the project, young carers looking after siblings under 18 with a disability have been assessed by one of the temporary Young Carer Workers in Adult Social Care. Children's Disability Service will not complete young carers' assessments as the child doesn't normally meet their threshold (level 4) in the Nottinghamshire Pathway to Provision. From April 2014, Adult Social Care will not be taking responsibility for these young carers. Discussions have taken place with Laurence Jones, CFCS Group Manager for the Targeted Support & Youth Justice Service and Denis McCarthy, Operations Manager, Targeted Support. They have agreed in principle to Targeted Support doing these assessments (Family Action is already a Trusted Assessor). If this takes place from April 2014, Targeted Support will need Framework training and Laurence would like Targeted Support team managers to approve the personal budgets. A separate budget on Framework will need to be allocated to the 'young carers' assessment' team based on the value of the personal budgets commissioned in 2013/14. During the period July 2013 to November 2013 (5 months), 70 young carers' personal budgets were commissioned where the cared for is under 18. It is recommended that an annual budget of £100,000 be allocated to the Children's Targeted Support Team for sibling carers during 2014/15 financial year.

It is also recommended that the new ASCH&PP Data Input Team carry out the commissioning tasks on Frameworki on behalf of the Children's Targeted Support team.

#### Future Reviews of Young Carers

Between the period April to November 2013, 290 young carers assessments have been conducted which includes 48 annual reviews. The total expenditure for this period is £155,000. Based on these actual figures and the fact that the Young Carer Workers are in post until March 2014, the forecast for this financial year is:

456 young carers' assessments  
£241,000 based on a personal budget average of £530

It is difficult to predict the number of new young carers' assessments for the next financial year (2014/15) as there will only be one Young Carer Worker in post during the period April to July 2014 and the teams may not have the same capacity to conduct assessments. A

similar situation occurred during the January to March 2013 quarter when only 47 assessments were completed (half the volume conducted in the following two quarters). Based on this, Adult Social Care teams may identify approximately 200 new young carers and conduct approximately 120 annual reviews. Following analysis from previous years and the average personal budget of £530, a budget of £270,000 is recommended for young carer's direct payments during 2014/15.

## **6. Lessons Learned**

A campaign on the buses in Mansfield took place between February and March 2013 but this did not generate any referrals into the Customer Service Centre (CSC). Young carers are unlikely to contact CSC due to the contact method available i.e. telephone or email. The Channel Shift Programme is looking at implementing mobile texting technology, which is likely to be a much more successful contact method for young people.

As part of the original business case, the Group Manager for the Targeted Support & Youth Justice Service requested funding for specialist parenting training for those with cognitive problems (learning disabilities and mental health issues). This training was commissioned with Core Assets following an open tender process. The training was planned for a 12 month period delivering 9 group based courses (3 in each district) each with a minimum of 6 parents. The training was called 'Small Steps' and was based on the Triple P methodology. Despite a huge effort on the part of the organisation and project team, it was very difficult generating referrals for this training. Core Assets were only able to deliver 5 courses and some of these programmes started with the minimum number of parents but the drop out rate was high due to a variety of reasons. Out of the 44 referrals only 19 parents completed the training. The explanation given for this low take up is due to two reasons. A number of alternative parenting courses were available in the County and some parents referred had already attended these; a more joined up approach is needed. A more bespoke solution is needed for parents with cognitive problems; longer term individualized support would be more effective than classroom based training.

A new IT application, called the 'Young Carers Survey', was developed for the project which records and calculates the scores on the two young carer questionnaires (MACA and PANOC). This is available for all staff via the 'myapps' bar on the NCC Intranet. The tool has been successfully used by all social care staff conducting young carers' assessments. For young people who are able to complete the questionnaires without any social care intervention, the application has the facility to send an email invitation to the young person who can then return the questionnaires electronically.

## **7. Recommendations**

Following the closure of the Young Carers and Disabled Parents project, the following is recommended:

- An annual budget of £270,000 for young carers' one-off direct payments (2014/15)
- Children's Targeted Support team conduct young carers' assessments for those looking after siblings under 18 with a disability from April 2014.

ASCH&PP Data Input Team complete the commissioning of the personal budgets for this cohort.

- All Social Care staff continue completing young carers' reviews after four months as part of the evaluation exercise.
- Provide a text facility for young carers to contact the Customer Service Centre to encourage referrals as young people have not been using telephone or email contact methods
- Continue raising awareness within the Adult Social Care teams and promote the use of the e-learning module

## **8. Case Studies**

Case studies have been collected during the project these have been extracted and put in the body of the Committee report.

## **9. References**

Joseph, S., Becker, F. and Becker, S. (2009) Manual for Measures of Caring Activities and Outcomes for Children and Young People. London: The Princess Royal Trust for Carers.

Disabled Parents and Young Carers, Business Case dated Sept 2011

[Young Carers and Disabled Parents Staff Guidance](#)

[Young Carers Strategy for Nottinghamshire](#)

[Joint Protocol between Adults and Children's teams in respect of young carers and disabled parents](#)