

Market Position Statement for the Young Carers Service in Newcastle

Contents

What is a Market Position Statement?

Who is it for?

Background

National Legislation and Policy Drivers for change

What's happening in Newcastle?

Current Data

Current Provision

What do Young Carers say?

Additional Comments

What do providers tell us?

What services for Young Carers will look like in Newcastle

What this means for providers

What the Council will do

Future Finances

Key Contacts in Newcastle City Council

What is a Market Position Statement?

Newcastle City Council aspires to be a cooperative council; this means we want to:

- deliver services in cooperation with communities,
- enable communities to inform choices about the Council's priorities,
- involve communities in deciding how services can be delivered in the future and how to achieve a balance between those services which are available to everyone and those that are for people with an assessed need.

Market Position Statements (MPS) are the first step towards achieving a cooperative approach to the commissioning of services.

This document is designed to help Young Carers Service providers and the people who use Young Carers Services in Newcastle understand what services are currently on offer in the City, and what we think a Young Carers Service should look like in the future.

In developing and writing this document we have spoken to people who use services, the people that work in the services and the organisations that run them to understand what they think of what's currently on offer and how they would like to see it change.

This MPS will outline potential new business opportunities in the delivery of services for young carers. Provision of services for young carers is a new statutory obligation placed upon the Council who will be looking at new and innovative ways of delivering services that meet the needs of young carers

We have consulted young carers on the services that they want and there will be further opportunities for them to influence and shape the delivery of a new service through engagement with any new provision that is commissioned.

Who is it for?

This document is aimed at:

- Existing and potential providers of Young Carers Services.
- Young Carers (up to the age of 16) and Young Adult Carers (up to the age of 25 years) and their families

Background

National Legislation and Policy Drivers for change

The Children and Families Act 2014 and the Care Act 2014 are the first pieces of legislation passed in England and Wales which makes it a duty for Local Authorities to identify and support young carers in their area.

A Young Carer is defined in law, as a “person under 18 who provides or intend to provide care for another person”. The concept of care includes practical or emotional supports which is not “under or by virtue of a contract, or as voluntary work” (Children and Families Act, 2014)

This support will generally be to a family member or relative

What’s happening in Newcastle?

Since the Young Carers Joint Commissioning Strategy 2013-2016 was published in 2013, the Young Carers Steering Group and partners in the city have worked hard to improve the identification of young carers and ensure they receive the support they need.

The Council led on a bid to Youth Music in 2014 to seek funding to establish a 2 year music project for young carers to build self-esteem and confidence; this was a partnership bid on behalf of Sage Gateshead and providers of services to young carers. The project delivers fortnightly music making sessions with a group of young carers during term time and provides family based music activities during school holidays. This project has seen some remarkable improvements in the confidence of young carers attending the project as well as improvements in family relationships.

In November 2014 Young Carers in Schools Standards were launched nationally. Newcastle successfully bid to be part of this work and the citywide Young Carers Service providers began to work with Newcastle Schools to support and enable them to achieve at least bronze standard.

There has been training for children’s and adult social care staff alike and departments have signed up to a Memorandum of Understanding to support young carers and their families.

Officers have worked with key commissioning staff in the Clinical Commissioning Group (CCG) to deliver training to all 32 GP surgeries in the city. The CCG has established a practice engagement and incentive scheme indicator to improve the identification of young carers by GPs. To support GPs with this, the Young Carers Service delivered young carer awareness sessions to 32 GP practices through the GP ‘Time Out’ sessions.

An e-learning package about work with young carers is being developed and staff across the workforce will be encouraged to undertake this to raise awareness.

The Carers Lead Officer has worked with North East Raising Aspiration Partnership; this is a collaboration of the five universities in the region working together to ensure every young person has the opportunity to make informed decisions about higher education and the Partnership has agreed to target young carers. Work has begun to start a pilot programme targeting 60 young carers in the region beginning with an introductory Young Carer's Conference in January 2016.

In July 2015 a Young Carer Support Group was established at Newcastle College. Young Carers at University of Northumbria have worked with the Student Union to establish a support group for young carers attending the institution.

In September 2015 Newcastle Carers Centre received funding from the Carers Trust to employ a Young Adult Carer Worker (18-25) for 21 months commencing December 2015. The Council's Carers Lead Officer is part of steering group.

In addition a Young Carers CQUIN (a health quality standard) has been developed by Northumberland Tyne and Wear Mental Health Foundation Trust as a result of lack of knowledge of services available to support young carers of people with mental health problems.

Current Data

The 2011 Census data provided by the Office for National Statistics shows that:

422 young people between the ages of 0-15 years are providing unpaid care and support to a family member/friend in Newcastle.

Of this:

- 326 provided 1-19 hours of care per week
- 60 provided 20-49 hours of care per week
- 36 provided 50+ hours of care per week

1933 young people between the ages of 16-24 years are providing unpaid care and support to a family member/friend in Newcastle.

Of this:

- 1443 provided 1-19 hours of care per week
- 263 provided 20-49 hours of care per week
- 227 provided 50 + hours of care per week

It is widely acknowledged that the Census data underestimates the actual numbers of young carers. Research carried out by the University of Nottingham and the BBC in 2010 has helped uncover new evidence that the number of young carers in the UK is potentially significantly more than original official estimates and could be as many as 700,000 children and young people nationally or 8 per cent of all children; that is one in 12 children, and four times more than originally thought.

If this new evidence is applied to Newcastle, this would mean there could be approximately 4,200 young carers in the city.

The Council must ensure all young carers are not disadvantaged by their role, and as such, there is a need to develop a comprehensive model of early identification and appropriate intervention and support to ensure that young carers are not burdened with levels of caring that are inappropriate or excessive. This will ensure young carers realise their full potential.

Current Provision

There are currently two organisations who provide services for young carers in the city – one is the designated Young Carers Service for the city and their focus is on providing one to one support to young carers and their family.

The second organisation provides wider support to children and young people with a family member/friend with substance misuse issues, some of whom are also young carers. Both services are currently grant funded through the Council’s Newcastle Fund.

With the new statutory duties on local authorities as a result of the Children and Families Act 2014, the Council is procuring a new service to put our Young Carers Service on a more stable footing with revenue funding rather than relying on ongoing grant funding. It is only the service delivered by the first organisation that is within the scope of this commissioning exercise, however it is crucial that the new Young Carers Service works closely with the second provider and other organisations across the city who may offer services that support young carers, either directly or indirectly.

The current Young Carers Service delivers one to one support, advice, informal advocacy and casework services as well as promoting awareness of the issues facing young carers and providing positive activities.

As a result of the work with partners to improve identification of young carers in the city, numbers of young carers known and referred to the Young Carers Service have increased.

As an indication of demand and service delivery, the following statistics show the activity that the Young Carers Service delivered in the financial year 2014-15

	Referrals	Active Case Load	Families	Parent supported	Beneficiaries	Cases Closed
Total	56	(Av)71	139	77	284	37

Source: Newcastle Fund Quarterly returns 2014-15

This organisation also has a contract to deliver the young adult carers work, providing a similar service of one to one support, advice, informal advocacy and casework services for young adults 16-25 years old. Many of these young people have worked with the service up to the age of 16 years and then remain supported by the service into adulthood. As an indication of demand, the following are the numbers of young adult carers the service worked with in a 12 month period.

Young Adult Carers 16-17 Transitions	Young Adult Carers 18-25	Total
18	27	45

Source: Contract Quarterly returns period 01.10.2014 – 30.09.2015

What do Young Carers say?

The Council commissioned Roots and Wings to carry out a consultation exercise with young carers in the city to seek feedback on current services and ask young carers what they wanted from services that support them and in particular the new Young Carers Service. Roots and Wings spoke to young carers working with the current service providers as well as to young adult carers; they also spoke to the current service providers to produce a comprehensive report in September 2015. This information has been used to inform the thinking about the new service and the service specification.

The Roots and Wings consultation identified some key emerging themes to be taken into consideration in the design of any future service delivery.

- Young carers want more support from School

There is a mixed picture in terms of support available from schools with some examples of excellent practice and support and others of a lesser quality. There were reported experiences from young carers of some bullying in and out of school and feeling of being stigmatised.

Young carers who participated in the engagement exercise generally appreciated a more localised approach in schools, making full use of the Young Carers School Champions.

- Young carers want more Key Worker support

Young carers really valued the time spent with Key Workers and saw this as an important and integral part of the offer.

- Young carers want more support at home

Young carers have to determine what level of support they need as the levels and intensity of support can vary between each young person.

- Young carers want more activities

Activities were by and large welcomed and enjoyed by young carers. However, there were a variety of personal preferences expressed regarding how these could be organised. Some young carers enjoyed the peer support available through activities and others enjoyed activities with their family group. Some young carers preferred activities with other young people who did not have any caring responsibilities and others had no inclination to involve themselves in any activities.

Additional comments

- Young carers identified that a single point of referral was preferred where they only needed to tell their story once.
- Pushing out the service towards a localised approach and making greater use of the school champions

- Stigma is an issue with fears of potential involvement of social services and the possibility of family break up
- Additionally there are big issues around bullying at school and elsewhere, efforts are needed to tackle bullying as part of the Young Carers Strategy
- There were different perceptions as to what constitutes a 'young carer' and how they see themselves

What do providers tell us?

The current service providers were also interviewed during the consultation exercise. Transition to adult services was identified as a difficult time; young carers are scared of transition and don't understand what happens, so they do need support across from children's to adults services.

The current providers feel the services work well due to the overlap in the services the offered, with the Young Carers Service delivering both to the 0-16 years age group and the young adult carer service 16-25 years. In addition the current providers work closely together, and relationships have been further developed through delivery for example of the Youth Music partnership project.

The current providers are concerned about the commissioning process because it can be difficult to 'hand over' young carers and their families to other services once trust and relationships have been established. The young carers' progress and development may be reliant on that trusted relationship with their key worker and they must not feel they are 'being abandoned'. There should be time allowed for a positive hand over which enables trust to develop.

What services for Young Carers will look like in Newcastle

We are looking to procure a city wide Young Carers Service which will deliver a range of functions for young carers. The new specification requires the new service to carry out identification, recording and assessment of young carers and young adult carers up to the age of 25.

The service will provide interventions aimed at reducing excessive and inappropriate caring roles undertaken by children and young people, providing support to young carers and young adult carers, and their families, which will maximize their potential to achieve good outcomes. The service will actively support young carers to access other mainstream activities in the city that young carers could benefit from.

The Children and Families Act 2014 confers new duties on local authorities in relation to young carers and sets out the requirements for the identification and assessment of children and young people undertaking caring roles which may impact on their wellbeing. The Children and Families Act 2014 requires any individual carrying out a Young Carers Needs Assessment to be appropriately trained and have sufficient skills and knowledge to carry out that assessment.

Therefore it is a requirement that the MACA/PANOC assessment tools will be adopted by the new service to achieve this; and it is required that the new service will ensure that any staff carrying out the assessment with young carers should be qualified to (or working towards) a minimum of NVQ level 3 in Care or equivalent in a related field. Staff must be appropriately trained and must have sufficient knowledge and skill to carry out a young carer's needs assessment on behalf of the local authority as well as to deliver appropriate interventions. They should be the most appropriate person to carry out the young carer's needs assessment having regard to the young carer's circumstances, in particular, the young carer's age, sex and understanding

The service will be commissioned to deliver the statutory duties of the Local Authority in relation to The Children and Families Act 2014, The Care Act 2014, The Children And Young People's Plan, the Newcastle Joint Commissioning Strategy for Young Carers and accompanying action plan and the requirements of the Newcastle Safeguarding Children's Board.

What this means for providers

This is a new mainstream commissioned Young Carers Service for Newcastle, designed to support the Council in fulfilling their statutory obligations of identifying and supporting young carers and their families.

The service will improve health, educational and social outcomes for children and young people who are identified as being a young carer, in the context of their family and community where appropriate.

The service will be made available 52 weeks of the year Monday to Friday between the hours of 9 am and 6 pm (excluding bank holidays)

What the Council will do

The Council will provide the new service provider with an administrative base and office equipment with access to Case Management and Management Information systems in order to maximise direct service delivery, reduce the need for overhead costs and increase integration with other relevant services.

The Council will work with the new service provider to access other sources of funding to deliver additional opportunities and provision for young carers.

Future Finances

The new service will be commissioned for two years in the first instance, with a one year option to extend. This new service replaces the existing mixed funding regimes that are in place for Young Carers Service provision in the city.

The estimated value of is £220,000 over the two year contract with the option of a 12 month extension thereafter.

Implementation Requirements

Where there is a transfer of service, the preferred provider will be expected to work with the incumbent provider to agree a smooth transition of services which minimises disruption to young carers' support.

The preferred provider must submit a transition plan with key dates and milestones to achieve a contract on an agreed start date of 1st April 2016. The plan must include as a minimum:

- Mobilisation strategy
- Communication strategy;
- Carer data transfer;
- TUPE transition arrangements

Key Contacts in Newcastle City Council

Paul Brownlee, Service Manager Services to Young People
paul.brownlee@newcastle.gov.uk

Bridget Atkins, Commissioner – Children's Services
bridget.atkins@newcastle.gov.uk

Fiona Richardson, Carers Lead Officer
fiona.s.richardson@newcastle.gov.uk

John Leitch, Commissioning and Procurement Officer
john.leitch@newcastle.gov.uk