



Young carers service summary specification

Overview

Herefordshire Council is redesigning service for carers in Herefordshire to meet statutory obligations under the Care Act and to respond to the implementation of the carers strategy. Delivering a young carer specific service that considers the whole family will enable the needs of young carers to be assessed holistically and enable them to overcome the barriers they face in achieving their aspirations.

The approach of the young carers service will complement and reflect the wider health and social care agenda, working within the context of universal services. The Children and Young People's Plan 2015 - 2018 sets out the vision for "all children and young people in Herefordshire to have the best start in life and grow up healthy, happy and safe within supportive family environments. We want them to have the best possible health, education and opportunities."

This specification sets out the context and principles which form the basis of the proposed service, along with a strategic framework and details of the delivery model. The service will be commissioned and monitored by the Adults and Wellbeing Commissioning Team.

Service period

1st April 2018 – 31st March 2020

Budget

£65,000 per annum

Principles

The service will respect the young carer's right to choice; uphold their rights, privacy, dignity and independence.

The service specification is informed by the following guiding principles. In fulfilling the contract and delivering the service, the provider will ensure that these principles are observed in principle and practice.

Clarity of Purpose

The young carers service will have clearly stated aims and objectives and be able to demonstrate how it meets the stated principles, linked to the priorities within Herefordshire's carers strategy. The carers service will ensure that young carers, providers and funding agencies have information on the scope and limitations of the role of the service.

Empowerment

The young carers service will support self-determination and empowerment through its work. The degree of involvement and style of delivery will be in accordance with the wishes of the people who use the service. The provider will support and enable young carers to participate in the management and delivery of the service in a variety of ways.

Competent and skilled workforce

The service will ensure all staff and volunteers are; competent, prepared, trained, supported and provided with opportunities to develop their skills and experience.

Confidentiality

The service shall (and shall ensure that all its staff) comply with all requirements under the Data Protection Act 1998 (DPA) and duly observe all obligations under the DPA and the General Data Protection Regulations once in force.

Safeguarding

The service will ensure that all staff and volunteers have been trained to comply with, support and implement the West Midlands Adult Safeguarding policy and procedures, which can be found on the council's website.

The service will ensure that it employs staff who promote the wellbeing and welfare of adults and children, are subject to a satisfactory enhanced DBS check and receive appropriate training on adult safeguarding, with a specific focus on the role of the carer in preventing, recognising and reporting abuse.

PEOPLE values

The service shall be underpinned by Herefordshire Council's PEOPLE values:

- People: Treating people fairly, with compassion, respect and dignity
- Excellence: Striving for excellence, and the appropriate quality of service, care and life in Herefordshire
- Openness: Being open, transparent and accountable
- Partnership: Working in partnership and with all our diverse communities

- Listening: Actively listening to, understanding and taking into account people's views and needs
- Environment: Protecting and promoting our outstanding natural environment and heritage for the benefit of all

Context

The provision of the young carers service shall be anchored to the implementation of Herefordshire's carers strategy. The strategy outlines the specific national and local aspirations and challenges faced by all carers. It seeks to mitigate the challenges carers face by changing the way that universal services are provided and enabling carers to support each other, recognising their strengths and promoting their independence. The strategy acknowledges the high numbers of carers, many of whom do not identify that they are carers, and the current context of significantly changing public services.

The service will connect and work with a variety of other services, including but not limited to other young carer services, other carer services, young people services and the community.

The service will contribute to the whole system changes that are required to enable young carers to meet their needs and aspirations. The service will need to enable young carers and positively change their experiences in accessing wider services, working within the context of the strategy.

Legislation

The service must comply with all current legislation. This includes, but is not limited to the Care Act 2014, the Children and Families Act 2014 and the Children Act 1989.

Aims

- To identify young carer needs.
- Help enable young carers to lead fulfilled lives and access opportunities available to other children by overcoming barriers.
- Ensure young carers have access to appropriate information and support to enable them to maintain their own wellbeing whilst providing care to someone else.
- Ensure compliance with statutory responsibilities to young carers.

Overview of Delivery Model

The service will complete statutory young carer assessments and support young carers to maintain their wellbeing and achieve their aspirations, using a whole family approach.

The service will adopt a variety of approaches to communicate with and engage young carers as individuals and a collective. The service will also engage with community assets and other services to help young carers achieve their individual goals and ambitions.

The young carers service will be expected to have an active presence in the carers strategy action group, take a lead role in making the voice of young carers heard and support universal services to understand how they can best meet the needs of young carers in Herefordshire.

Service Availability

The service is required to accept and action all contacts and be available between the hours of 09.00 and 17.00, Monday to Friday (excluding Public Holidays) but direct provision must be at whatever times are agreed between the individual using the service and the service provider, which may include early morning or evening work. Individual meetings with people will be expected to be in a setting which complies with lone worker policy and procedures.

Objectives and Outcomes

Objective 1:

Offer and carry out early help assessments which satisfy statutory requirements.

Outcomes:

- All young carer assessments are considered in the context of the whole family
- Young carers are supported to create and apply an outcome focused support plan that identifies ways in which they can overcome the barriers to achieving their aspirations, access opportunities and achieve their potential, using a strengths based approach.
- Once identified outcomes are met and the case is closed, young carers are able to maintain contact through social media, with an offer of reassessment at any time.

Objective 2:

Offer and carry out transitions assessments which satisfy statutory requirements.

Outcomes:

- All young carers who are transitioning to an adult carer role are made aware of and encouraged to sign up to carers register
- Young carers understand the changing demands on them as a carer as they transition into adulthood

Objective 3:

Enable young carer to access a range of community and universal services.

Outcomes:

- Advocate on behalf of young carers and facilitate their inclusion in the development of community based services to enable young carers to access and engage with these services.
- Network with services who can meet the needs of young carers, e.g. schools, G.P.'s and other universal services, for example work with identified carers champions in schools to provide up to date information and learning.
- Connect young carers to other services that can assist them to fulfil their aspirations, including other carer specific services.

Objective 4:

Enable young carers to access a range of digital resources.

Outcomes:

- Support young carers to access digital technology and safe web based support (where appropriate) to meet identified needs.
- Encourage the active involvement of young carers in the design and development of resources, for example on the WISH site.

Outcome measures

Young carers will identify that –

- When my needs have been considered they have taken into account all of my family.
- My support plan identifies my strengths, what my aspirations are and ways that I can overcome any barriers to achieving my aspirations.
- I feel able to get another assessment if I need one.
- I know what services are in my community and I am able to access the ones that interest me.
- The services I access, such as my school and doctor, are aware of the specific needs I may have as a young carer.
- I know what carers services are available and how to access these if I wish.
- I feel able to use the internet and digital technology to help me in my caring role, keeping me well and achieving my aspirations.
- I have been encouraged to be involved in developing information and advice resources for carers, for example information on the WISH site.
- If I choose to continue caring as I transition into adulthood I understand what the changing demands will be on me as a carer.

- I understand what the opportunities for education and employment are and any considerations I may need to take into account if I choose to continue in my caring role.

Output measures

The young carers service will be expected to demonstrate activity in relation to:

- Numbers of young people accessing young carer services; to include type of referrer and age of young person.
- Numbers of young carers signposted for information or advice without an assessment.
- Numbers of young carers assessed.
- Number of crisis incidents.
- Number of safeguarding concerns raised.

Review arrangements

The service will provide evidence of meeting quarterly outcome and output measures, in a format to be agreed with AWB commissioning.

Method of gathering outcome measures:

Feedback demonstrating user satisfaction, comments and complaints

- Case studies demonstrating user experience and how any comments and complaints are acted upon.
- Case studies demonstrating how young carers have been supported to overcome challenges and improved access their community offer.
- Evidence of a variety of media and approaches that engage young carers and other providers.
- User satisfaction survey.

6 monthly review meetings will be held with AWB commissioning.

Methodological statement (to be completed by CWB)

Input	Indicator	Data source	Review method/ frequency
Staff volumes and sufficiency	Staffing structure indicating number of staff, brief description of roles/responsibilities and hours dedicated to contract.		
Staff qualifications/skills/training	For each role: <ul style="list-style-type: none"> • Entry level qualifications • Mandatory training requirements • Role specific training • DBS certificates 		
Management capacity and infrastructure	Management accountability arrangements. Supervisory arrangements.		
Organisational culture	Evidence of training and development opportunities for staff. Process for dealing with compliments, comments and complaints. Methods for user participation and feedback. Equality and diversity policy.		