

Report of the Strategic Director of Children’s Services to the meeting of Children’s Services Overview and Scrutiny Committee to be held on Wednesday 29 November 2023

I

Subject: Young Carers

Summary statement:

This report provides an annual update, specifically focusing on measures of performance, details of outcomes and improvements delivered, as requested.

The Young Carers Service is a commissioned service which meets the Council’s statutory duty to provide an assessment for Young Carers, as well as providing other resources following assessment. The Carers Resource currently holds the contract for the Young Carers Service and in January 2023 successfully re- tendered alongside Adult Carers service and NHS West Yorkshire (ICB) Integrated Care Board, Bradford.

The new contract and monitoring started April 2023 and will run for 5 years with an option to extend 1plus1.

Recent figures in the 2021 census show 1.7% (785) of children aged 5-15 years old and 4.1% (1,221) of young people aged 16-19 years old are unpaid carers in Bradford District.

EQUALITY & DIVERSITY:

Equality Impact assessments were completed June 2022 as part of the re-tendering process and can be supplied if necessary.

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Portfolio:

Children and Families

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Overview & Scrutiny Area:

Children’s Services

1. SUMMARY

- 1.1** The Young Carers Service is a jointly commissioned service with the NHS West Yorkshire (ICS) Bradford which meets the Council's statutory duty to provide an assessment for Young Carers, as well as providing other resources following assessment.
- 1.2** This report has been taken from the monitoring reporting that the Carers Resources service is asked to complete quarterly – therefore this report is retrospective from April 2022 to March 2023, with comparison details from 2021/2022. Key highlights from 2023 to 2024 in relation to KPI's are also included.
- 1.3** It is well documented that Young Carers often don't want to ask for help, or for people to know about them and Young Carers can often be hidden from society. The main aim of the service is to help other professionals identify Young Carers and offer Young Carers support should they require this. If a Young Carer only wishes to have minimal support through friendship groups and activities this is provided but the service will give more intense support when necessary.
- 1.4** The service's performance remains stable with a good understanding from Partners about the remit of the service. The service numbers have grown and there is an increasing need for Young Carers to have individual support and an increasing number of Young Carers with SEND needs.
- 1.5** The increasing numbers of SEND children, are those Young Carers who look after siblings with sometimes the same condition but of lesser complexity. These Young Carers require individual risk assessments and extra support for their own needs. We will be reviewing and exploring how these young people can be given a Short Break, within disability services rather than through the Young Carers service.

2. BACKGROUND

- 2.1** The Children and Families Act 2014 states that "young carer" means:

'A person under 18 years of age who carries out caring tasks and assumes a level of responsibility for another person which would normally be carried out by an adult.'

This is taken to include children and young people under 18 who provide regular and on-going care to a family member, usually because that family member has significant unmet care needs arising from disabilities, mental health needs or substance misuse. That care can involve:

- Emotional support;
- Taking responsibility – giving medication, looking after siblings, paying bills;
- Physical Care - personal care, helping someone to dress or move around, cooking, cleaning.

2.2 Key Highlights for Quarter 1 only 2023/24

2.2.1 KPI 1 – Numbers of Young Carers assessed and provided a service across the district.

Actual to Q1 - 108

Annual target 240

This figure is new Young Carers, the Provider noted that, following a continued effort to publicise the service through local and social media, and through the team's ongoing awareness raising work to promote early identification and appropriate referral of young carers, there has been an increase in referrals. The Provider has also worked with schools to alert them about the need for schools to identify young carers in the school census.

2.2.2 KPI 2 - Number of young carers supported within Family Hub areas.

Actual to Q1- 827

Annual target 750

This is a cumulative figure, the Provider has continued to operate a tiered model of support so that while they are able to see every young carer 1:1 for an initial impact assessment, they are also able to offer some 1:1 work to young carers who need it. Most of the engagement with young carers is through youth clubs and trips/activities, meaning they can continue to support a high number of young carers.

2.2.3 KPI 3 –% of referrals to be allocated within 5 working days of receipt.

Actual - 71%

Target 80%

Following the high volume of new referrals, performance was below target this quarter. This has been impacted by a member of staff on long term sick. Discussion with the provider indicates they are confident that they have appropriate measures and systems in place, and performance will improve. *The provider has employed additional staff to support with referrals and activities.*

2.2.4 KPI 4 - Number of places offered on day trips/activities/residentials.

Actual to Q1 - 182

Annual target 400

Activities at the youth clubs and trips etc delivered in school holidays are designed to increase well-being, mental and physical health and therefore resilience as well as peer support and social opportunities. An 'at home' activity was offered during half term - Bottles containing the ingredients to make cookies. This was extremely well received, with families indicating they loved the idea. This resulted in engagement from some families who the Provider rarely hears from. 100 kits were distributed, and it was still oversubscribed. Feedback was that, despite being an activity to do at home, young carers still found it a kind of respite as it was something different and they enjoyed doing it with their families. The Provider was sent lots of photos of the finished product. Figures for the Summer will not be available until Quarter 3.

2.2.5 KPI 5 – Number of Young Carers attending youth clubs

Actual to Q1 - 166

Annual target 250

Young Carer Youth clubs are delivered in each of the four family hub areas during school term time. These run alternate weeks as Budz (for ages 5-11) and uTime (for ages 11-18).

Following fundraising efforts, the Provider has been able to recruit a specialist Young Carer Activities worker who attends all the youth clubs, ensuring consistency and avoiding duplication of effort with planning etc. Clubs are growing in size with good friendships forming which is positive.

2.2.6 KPI 6 – Number of Primary Schools in the district to develop and maintain Young Carers Champions

Actual - 95%

Target 95%

The Provider has written to all schools offering training or an assembly etc given the new requirement for them to report numbers of young carers on the census. While the response rate was low, 5 schools had booked at the time of the Q1 monitoring meeting, with other schools indicating they plan to take up this offer in the autumn. Other work with primary schools includes: Assemblies; Top Tips for teachers; and lesson plans ready to go which have been developed with the help of the Provider steering group, Young Directions.

2.2.7 KPI 7 – Number of Secondary Schools in the district to develop and maintain Young Carers Champions

Actual - 95%

Target 95%

Over the course of the previous contract and this quarter the Provider received referrals for young carers from nearly all secondary schools. Because initial assessments are undertaken in school whenever possible this means the Provider has regular contact with them for booking rooms etc and staff go into the schools in the family hub areas they cover, becoming familiar faces.

The Provider also contacts the schools regularly throughout the year, providing posters etc especially around Carers Week, usually in June and Young Carer Awareness Day.

2.2.8 KPI 8 – % Service Users report overall satisfaction with the service.

Actual – not report on Q1

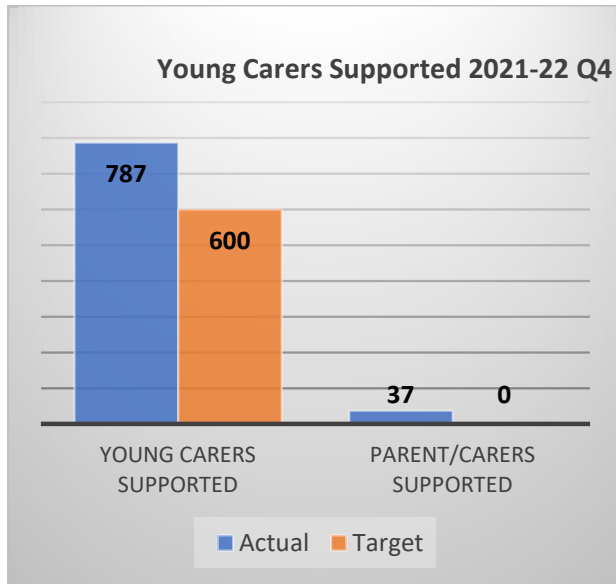
Target 90%

Discussion at the monitoring meeting highlighted difficulties with regards to reporting actual figures for feedback due to the range of activities, support and interventions offered – with feedback being recorded at different times for each of the interventions. The Provider has developed a web-based form that can pick up most activity feedback. The monitoring meeting on the 16th of November will discuss reporting on this feedback with consideration about the peer support

sessions and how, and if these can be sensitively and accurately recorded in a timely way.

2.3 Performance Highlight Report – Young Carers 2021 – 2023 Provider Performance Data Comparison Summary for 2021/22 and 2022/23

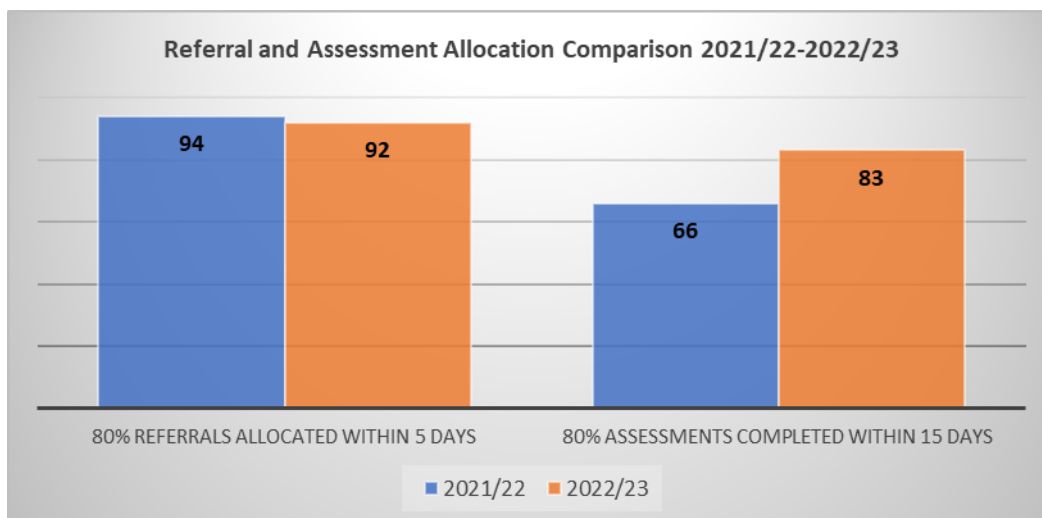
2.3.1 Number of Young Carers Supported



Number of young carers being supported through this contract continue to increase, and to exceed target. The numbers reported above were taken as at Q4 in both years – as to report on an annual figure would include double counting individual young carers.

Number of new young carers referred and supported during the first quarter of 2023 was 108.

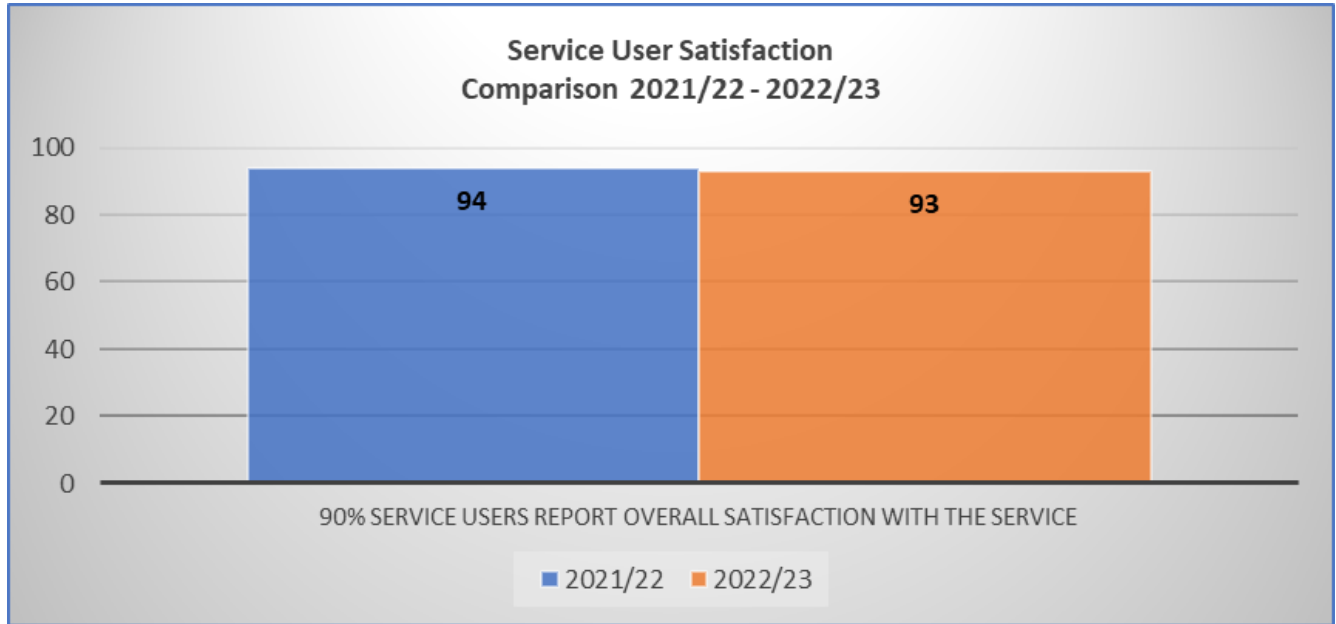
2.3.2 Referral and Assessment Allocation



Timeliness of referral and assessment allocation improved between 2021 and 2023, with overall performance in 2023 exceeding the target.

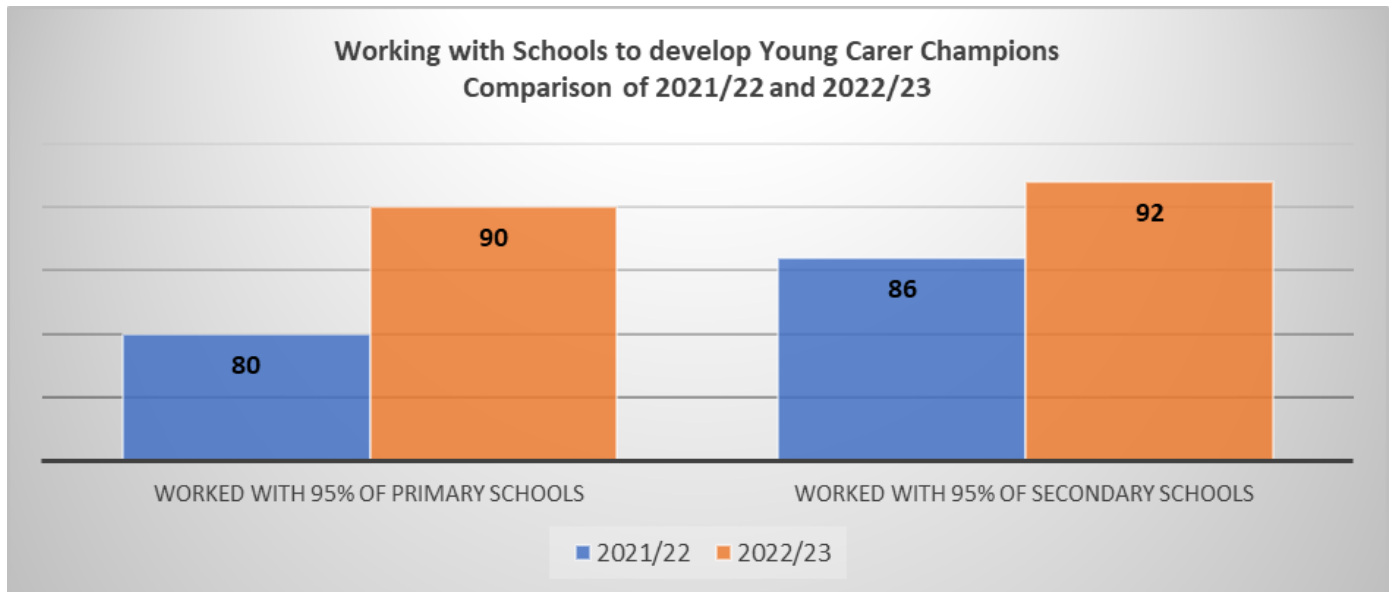
In the first quarter of 2023/24, performance fell just below the target of 80%, as highlighted above in KPI performance. This was because of staff absence and significant increase in referrals.

2.3.3 Service User Satisfaction



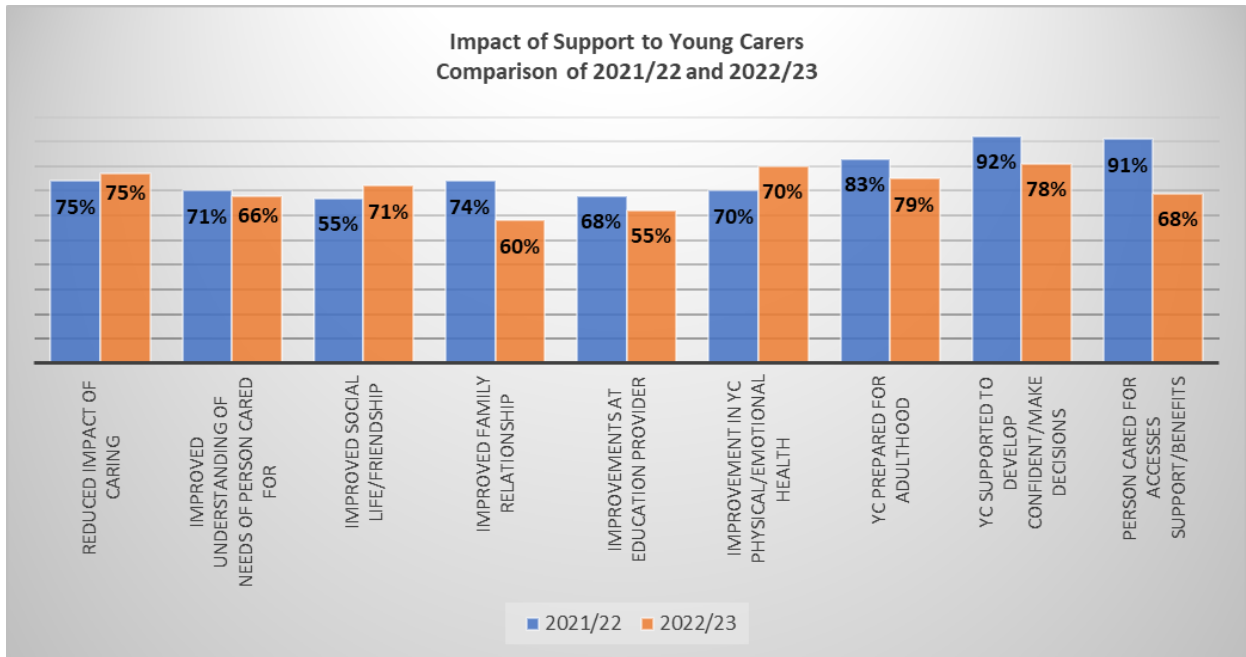
Service user feedback was overwhelmingly positive across 2021-2023.

2.3.4 Engagement with Primary and Secondary Schools



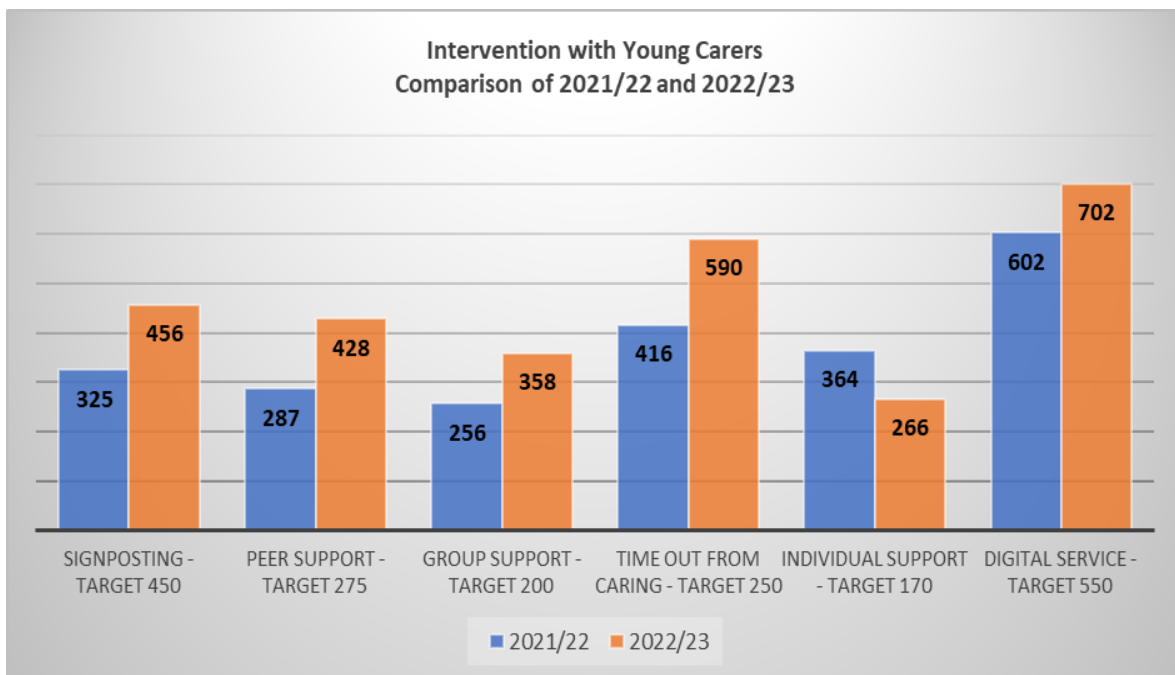
The number of schools worked with increased during 2021-2023, with the Provider working hard to engage with schools.

2.3.5 Reported Impact of Support to Young Carers



The percentages highlighted above are based on those young carers for whom an outcome was identified as being a particular issue. There were unusually higher percentages than in 2021/22 for confidence of Young Carers and the support given to the person being cared for. These increases were a direct response to the impact of covid on young people’s confidence and also the person being cared for in relation to worries about if their child went to school etc would they be more at risk of bringing covid home. The provider had to work really hard with some parents to get them to allow young people to go back to school.

2.3.6 Interventions with Young Carers



Signposting is being reported for those who were signposted personally by a staff member. Is it difficult to estimate how many people are using the signposting info on the website, but the number of hits on 'Useful Links' in 2021/22 overall was 459.

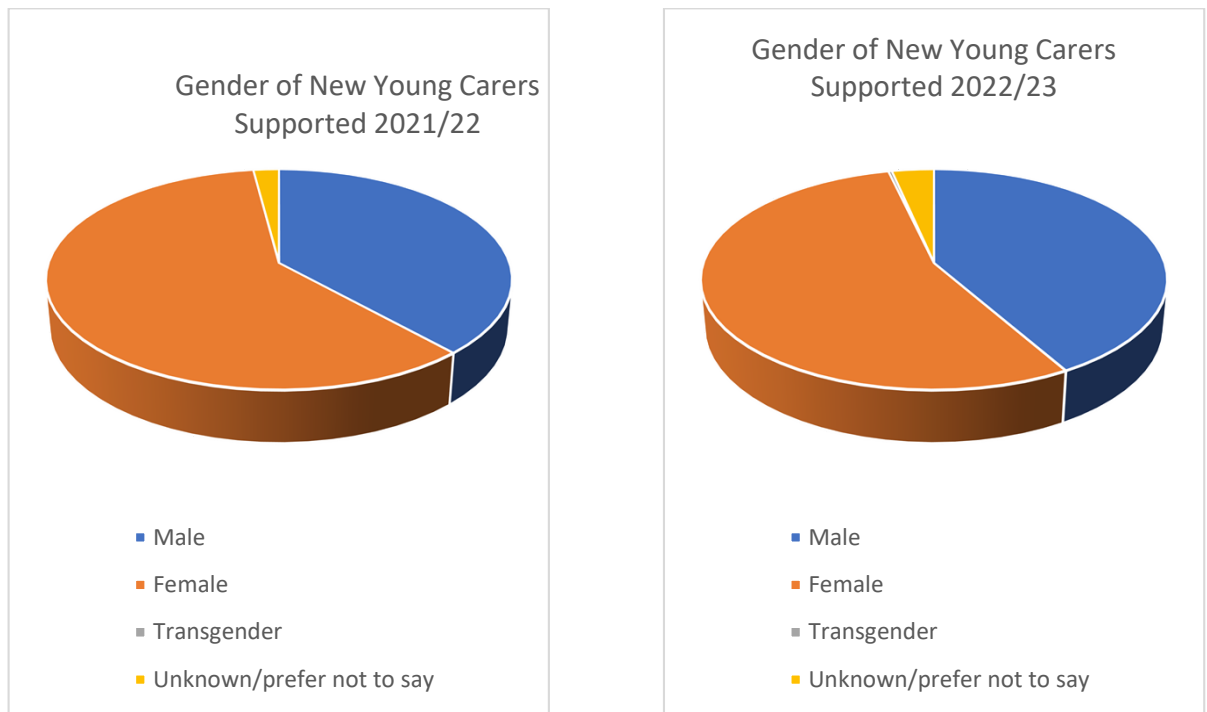
There were also 835 visitors to the young carer website in Q4 (over 2300 page views) so the measure to estimate number of young carers receiving a digital service (half those specifically visiting the Bradford young carer page) may be an underestimate.

Young Carer Service User Analysis – Annual Comparison 2021/22 and 2022/23
Total number of young carers supported:

2021/22 – 342 new users, with an average across the year of 604 young carers continuing to be supported on a regular basis each month.

2022/23 – 357 new users, with an average across the year of 805 young carers continuing to be supported on a regular basis each month.

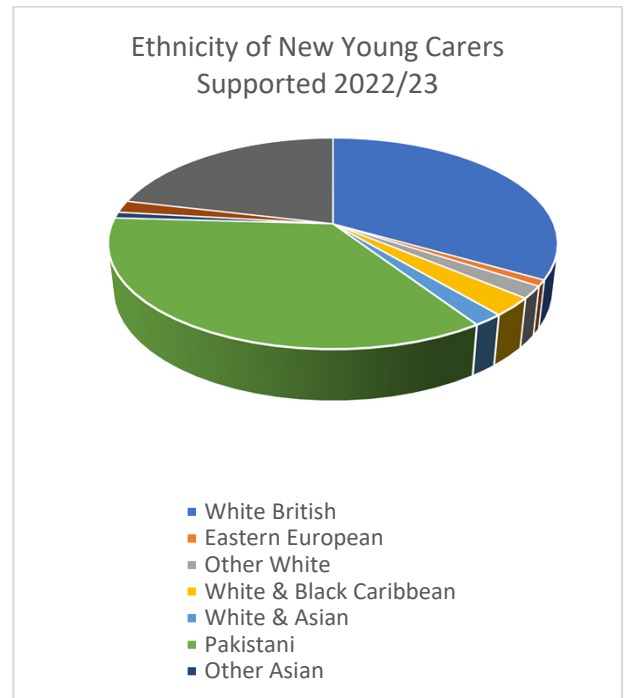
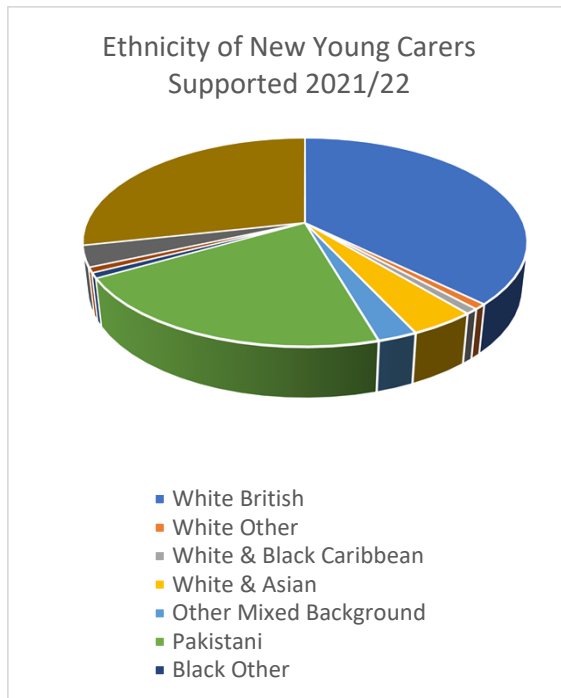
2.3.7 Gender of Young Carers entering the Service



There was little change in terms of reported gender of those young carers supported with approx. 60% female, 38% male and 2% unknown/ prefer not to say..

2.3.8 Ethnicity of Young Carers Supported

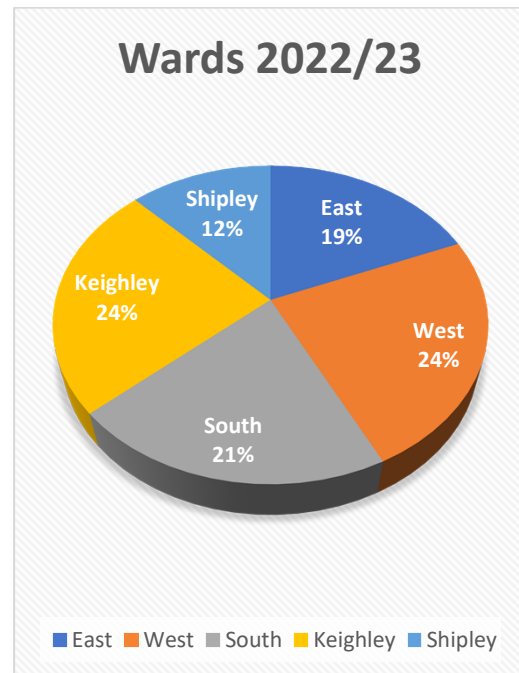
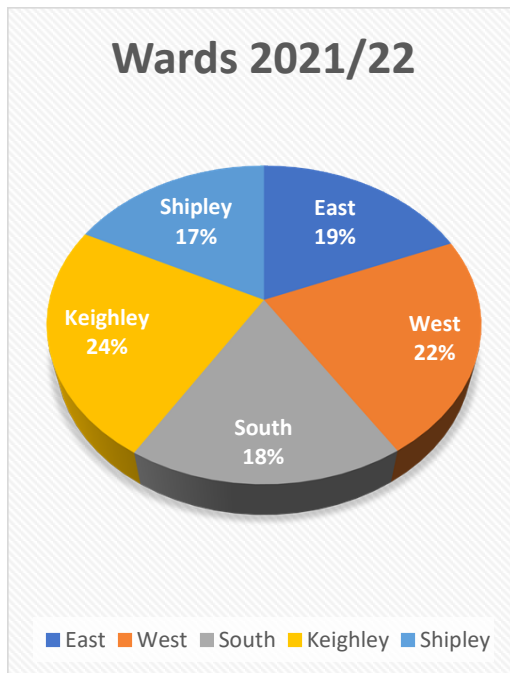
Ethnicity of Young Carers Supported



2022/23 saw an increase in the number of new referrals for Pakistani Young Carers.

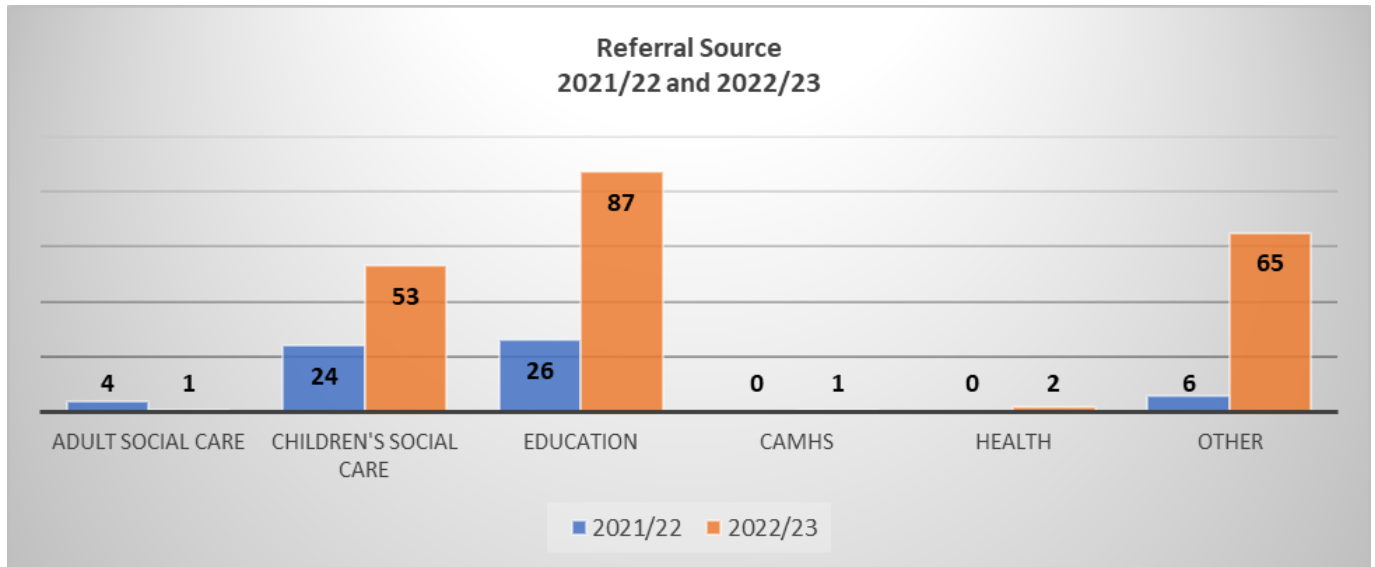
2.3.9. Ward data shown by Family Hub areas.

Ward Data



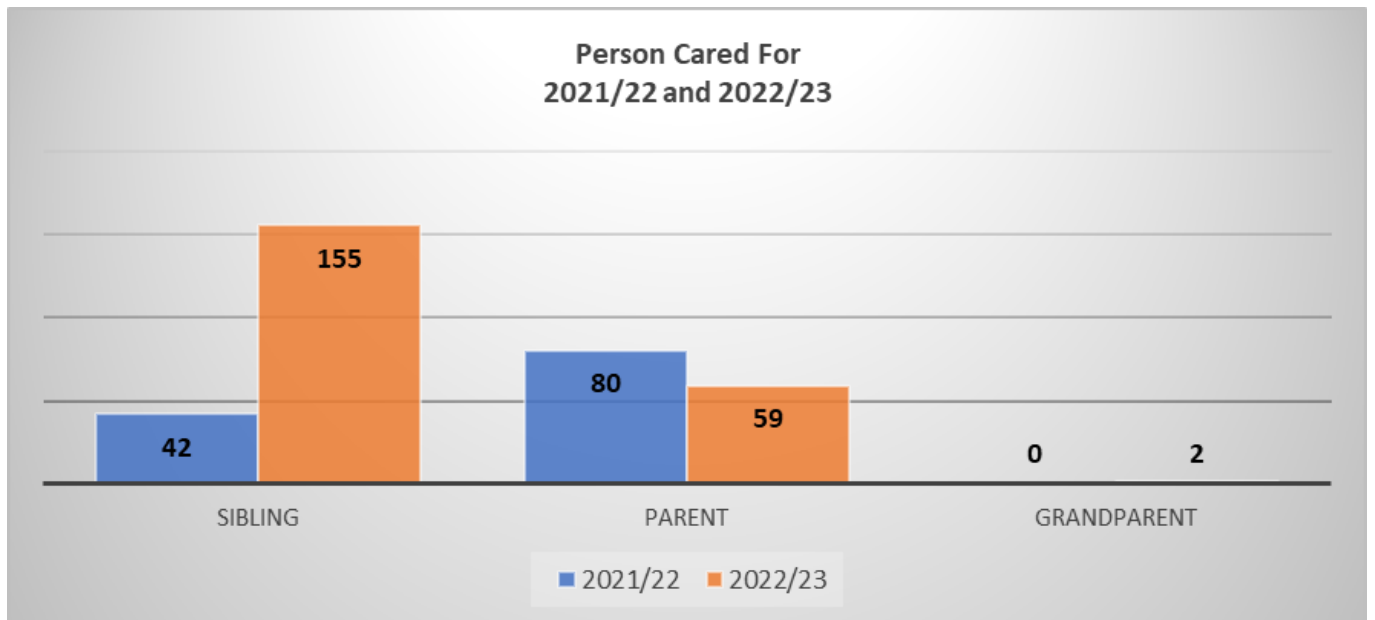
There were only slight variances in the split of young carers supported via Ward.

2.3.10 Referral Source



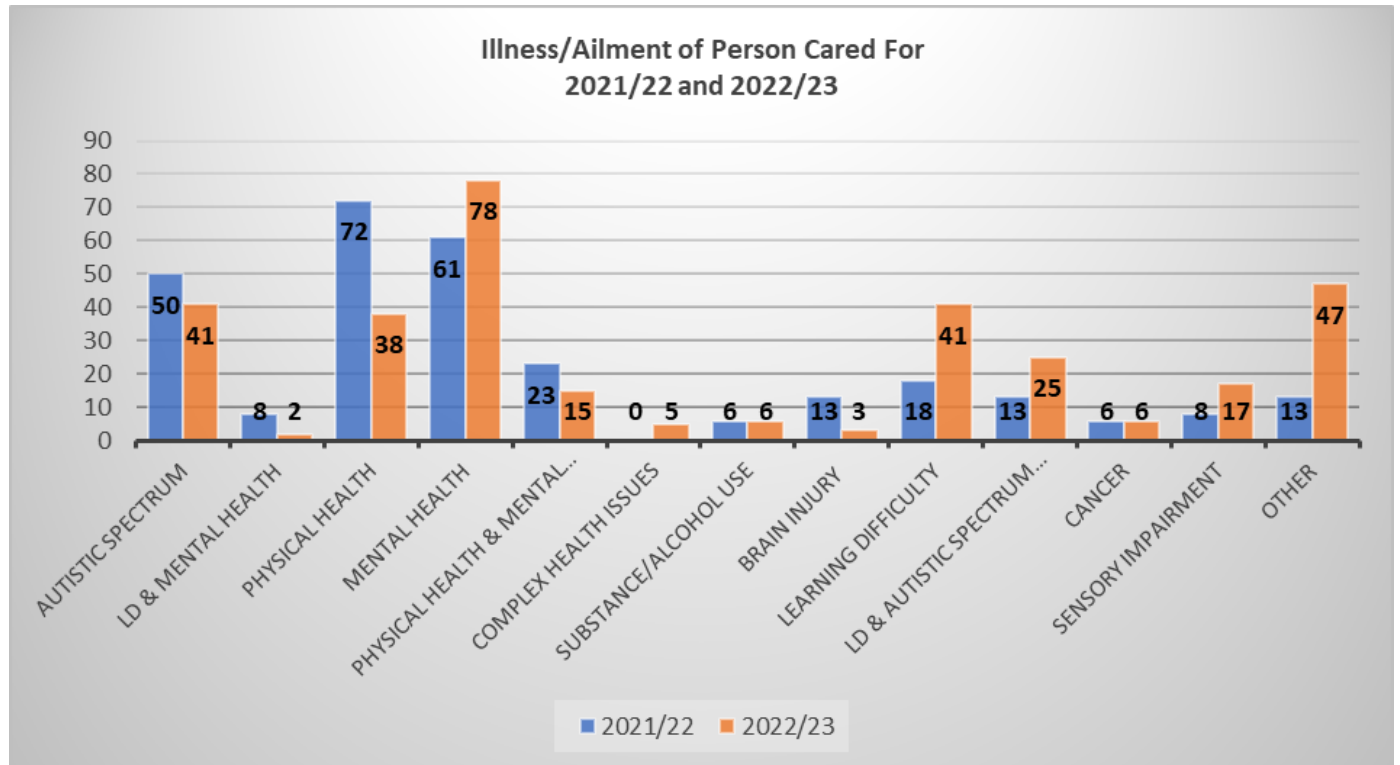
Referrals from Education and Children’s Social care saw a significant increase in 2022/23. Due to the high number of ‘other’ referrals sources in 2022/23, the options have been amended, in discussion with the Provider, for 2023/24 monitoring to ensure a clear picture of referral source.

2.3.11 Family Member Being Cared For



2022/23 saw a significant increase in the number of siblings being cared for by Young Carers.

2.3.12 Illness/Ailment of Person Cared For



2023 saw an increase in mental health being the main reason for a family member being cared for by a Young Carer – this took over from physical health which had previously been the most significant reason. Learning difficulty and the person being on the autistic spectrum also saw an increase. The high number of ‘other’ reasons is being explored and monitoring forms amended for 2023/24 to capture this detail.

3. OTHER CONSIDERATIONS

3.1 The Provider has noted the following key issues:

As the service has grown, they are less able to offer Young Carers multiple trips/activities per holiday period which they might have been able to access in the past, causing some disappointment.

3.2 There is an increasing number of Young Carers with their own additional needs so the Provider has to complete individual risk assessments and plan some of their activities to ensure they are suitable. They have highlighted that this can be difficult to balance with allowing the other Young Carers on the trips to have respite especially when there are Young Carers who have the same conditions as other Young Carers care for. The increasing number of Young Carers with their own SEND was discussed at the Q1 monitoring meeting and it was suggested that consideration may need to be given to exploring specific provision for Young Carers with SEND.

3.3 Keighley/ShIPLEY club is in Keighley and Young Carers from ShIPLEY do not often attend. Consideration is being given to a ShIPLEY club and the provider is talking to the Youth Service about working together to try to make this possible.

- 3.4** Since Covid it has been more difficult to attract volunteers to support the clubs (extra staffing and therefore adult attention is especially appreciated by the Young Carers at Budz groups). The Young Carer Champions who were in place pre Covid have largely moved on and we have not been informed if they were replaced. More often it seems the term Young Carer Champion has fallen out of use although they may have a named contact within the school (often as part of the role of SENCO) In response to these issues, the Provider is planning to attend the SENCO networks to raise awareness of ways to support young carers in all schools, as well as exploring other possible networks - academy groups, pastoral staff networks etc.
- 3.5** Despite the difficulties in being able to fully capture all the feedback received, the Provider reported on several feedback activities:
- Feedback forms have been amended so that it is available on a tablet that workers take on trips so that young carers can complete it there and then rather than forget. Young Carers also preferred the tablet to paper and the results feed directly into the Provider database avoiding the need for admin time.
 - A very high proportion of feedback that the Provider have had about specific interventions has been good.
 - Some young carers (and/or parents) express dissatisfaction. when asked in feedback in relation to the fact that they would like to attend more sessions, this is not negative feedback it is just they would like more sessions to be available for them.
- 3.6** The current Carers Strategy ends in 2024. The People's Commissioning Service is generating awareness of the work that is beginning to re-draft the Carers Strategy, 2025-30. Work planned will encompass a review of achievements to date, coproduction with unpaid carers and consideration of good practice regionally and nationally. Additionality will be provided by a separate piece of research that will be undertaken by the Health Research Partnership in conjunction with York University. The strategy will be an All-Age Strategy and is being led by Julie Robinson-Joyce.

4. FINANCIAL & RESOURCE APPRAISAL

4.1 The funding resource implications for partners are as follows;

- City of Bradford Metropolitan District Council - £151,236 to City of Bradford Metropolitan District Council (Trust Contract Payment) - £151,236
- Combined Clinical Commissioning Groups - £53,323

The annual contract value will be £204,559.

4.2 There are no options for consideration presented as this is a statutory duty for the Council. No uplift has been given.

4.3 New reporting expectations for the Provider Commissioning forum (PCF) in relation to Young Carers under S75 schedule (the legislation we use to have cross payment with health) will mean an annual report will be presented on services to Young Carers.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

The work undertaken by the providers and partners in relation to Young Carers, contributes to the Council priorities by ensuring: Young Carers are safe; that they are supported to achieve the best outcomes they can in relation to their education; and their emotional well-being is monitored with support offered as and when needed.

6. LEGAL APPRAISAL

None.

7. OTHER IMPLICATIONS

7.1 SUSTAINABILITY IMPLICATIONS

None.

7.2 TACKLING THE CLIMATE EMERGENCY IMPLICATIONS

N/A.

7.3 COMMUNITY SAFETY IMPLICATIONS

None.

7.4 HUMAN RIGHTS ACT

None.

7.5 TRADE UNION

N/A.

7.6 WARD IMPLICATIONS

This Service is District Wide. West and Keighley have the highest number of Young Carers identified at 24 % but not with any major variance from the other Wards, South 21% East 19% and Shipley being a smaller Ward at 12%.

7.7 AREA COMMITTEE LOCALITY PLAN IMPLICATIONS

The Managers of the Family Hubs work closely with the Young Carers Service and the Area Committee teams to ensure vulnerable groups are supported and heard at a local level.

7.8 IMPLICATIONS FOR CHILDREN AND YOUNG PEOPLE

Carers Resource deliver a good service to the Young Carers within the Bradford District.

7.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT

Not required.

8. NOT FOR PUBLICATION DOCUMENTS

This information is Third Party Data.

9. OPTIONS

None.

10. RECOMMENDATIONS

That this Children’s Overview and Scrutiny Committee receive this paper for information, note the progress and support our jointly commissioned service.

11. APPENDICES

None.

12. BACKGROUND DOCUMENTS

This report provides an update on the needs of Young Carers following the implementation of the Children and Families Act 2014, Care Act 2014. It updates the previous annual reports presented on the 26th July 2016 and 27th September 2017 and 13th February 2019, 9th October 2019, 2nd September 2020, 6th January 2021 deferred until 3rd March 2021 and 23rd March 2022.