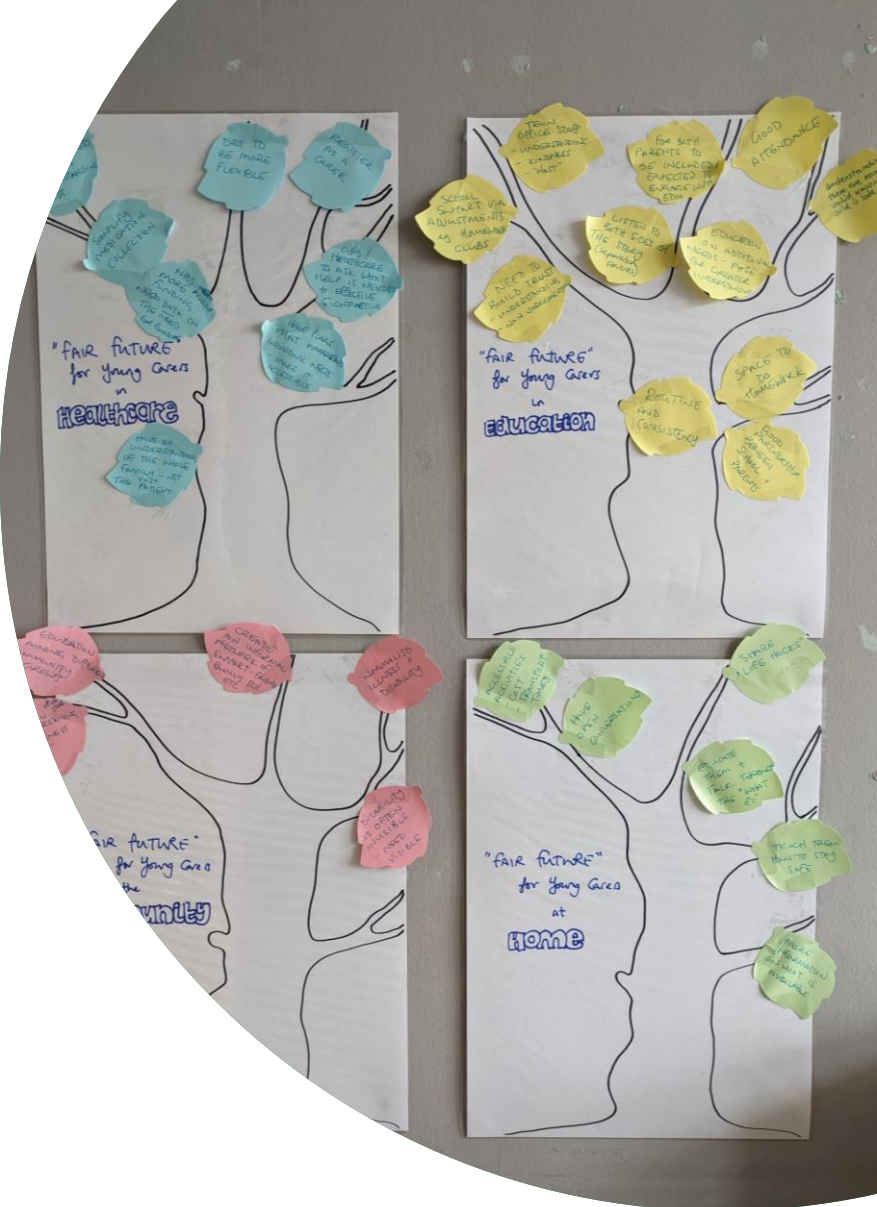


# Family Action Young Carers 2023/24 Impact Report



# Welcome!



**Young Carer friendly community**



**Young Carer Assessment**



**Offer of support**

Welcome to Family Action Windsor and Maidenhead's 2023/24 Impact Report.

Our service has a graduated approach to supporting young carers. Within this report you will hear how Family Action have created an extended team through our partnership work with colleagues across education, healthcare, community and statutory services. Together we have achieved a great deal; we have widened the reach of young carer support to make it accessible for those where there are barriers to a referral for a young carers assessment, and through the development of resources we have improved the early identification of caring roles to ensure support needs are understood and supported effectively.

We have been privileged to support Young Carers and their families through a varied intervention programme and look forward to continuing to work alongside more families over the coming year.

Family Action is committed to making sure that caring is a positive experience. While they continue to provide care, young carers should be able to lead healthy and fulfilling lives.

Best regards,

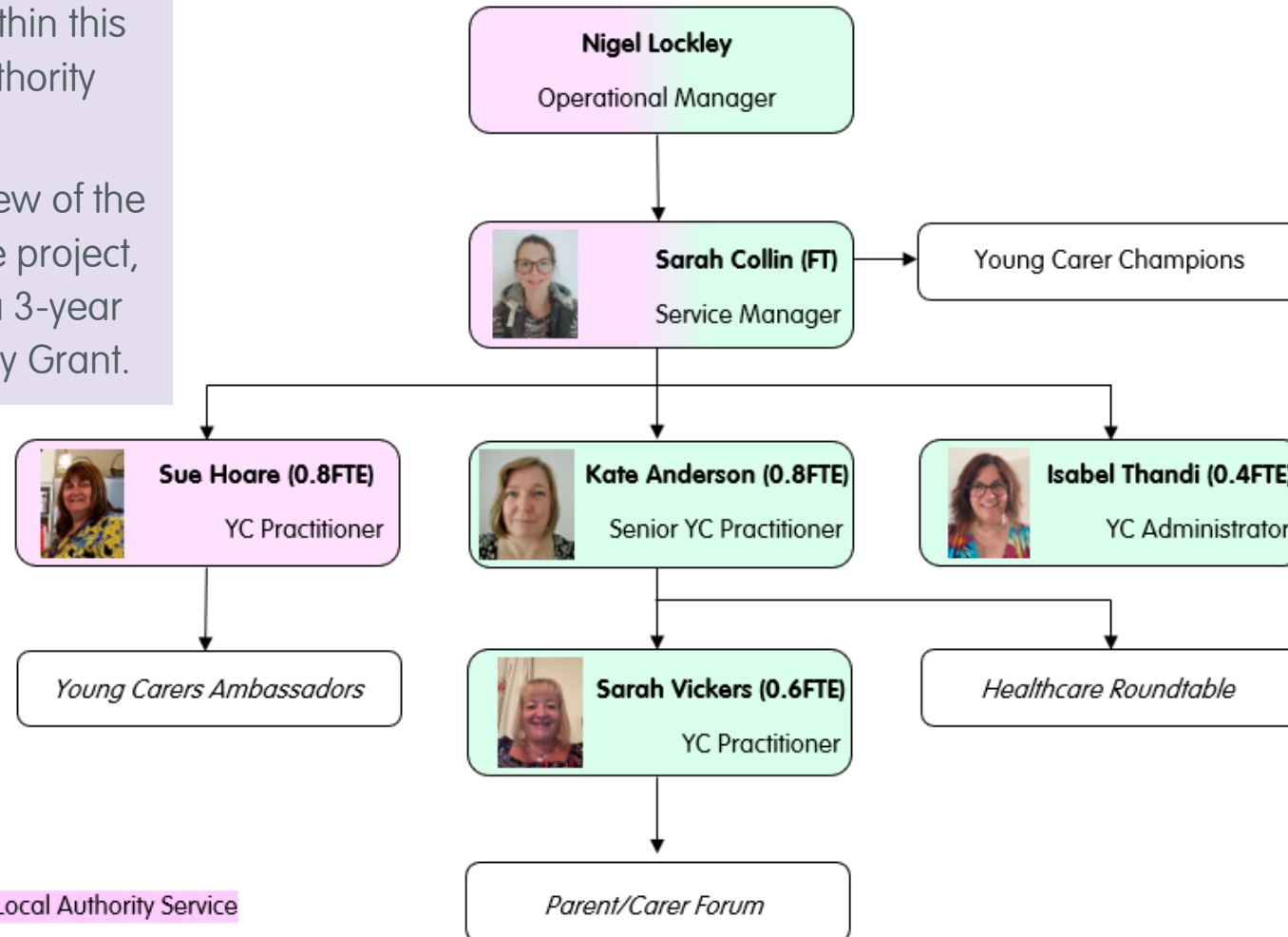
*Sarah Collin*, Service Manager, and the Young Carers Team



# Meet the Team!

The data and feedback within this report is for the Local Authority service.

Page 12 provides an overview of the Young Carers in Healthcare project, which is funded through a 3-year National Lottery Community Grant.



Local Authority Service

Young Carers in Healthcare Team



# Creating a Young Carer Friendly Community



# Professional's Framework



We invite services **to nominate Young Carer Champions** to train staff and young people. A Young Carer Champion is a member of your team who coordinates the identification and support of carers within your workplace. They will act as a voice for and be a key point of contact for carer information.

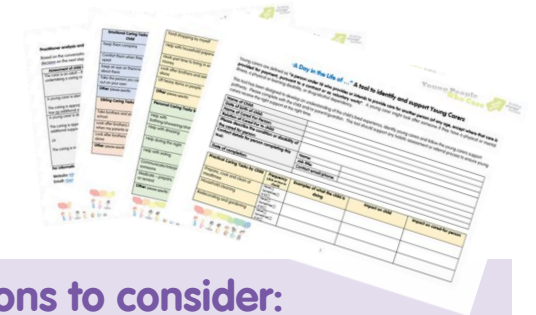
**Tip:** We recommend that a minimum of 2 members of staff are nominated to become Young Carer Champions.



In staff teams, we encourage you to **identify young people who might be caring**. Download resources from our [website](#), such as our pre-screen toolkit and conversation pathway.



We empower you to **create a supportive environment** within your organisation.



## For example:

- Accessible appointments.
- Young Carer Passport / ID.
- Young Carer Health and Wellbeing checks.
- Young Carers groups / drop-in sessions.
- Transition support.
- Financial assistance.



## Questions to consider:

- Are the caring tasks a reasonable demand on the young person?
- Does the young person enjoy caring?
- Is the young person safe in their caring role?
- Are there any caring tasks they wish they could stop doing?
- If the child was not present, can the cared-for manage?



# Professionals Training

- Understanding Young Carers is currently not mandatory training in any sector. Professionals are invited to attend our free **'Introduction to Young Carers'** session which we deliver on a rolling basis, an offer which was taken up by **29 professionals** in the last year.
- Family Action trains professionals across all sectors to be **Young Carer Champions** within their workplace. In the past year, we have trained 23 new young carer champions, bringing our total to **82 trained champions** across education, healthcare, community and statutory services! Champions are supported in their role through regular reflective sessions, where they receive local and national updates alongside peer support to share what works, the challenges and provides access to additional tools and resources.
- With the inclusion of Young Carers in the school census in Spring 2023, we have delivered 3 **'Young Carer and the School Census'** training sessions, attended by **26 schools in RBWM**.

...“Training really opened my mind to **the possibility of how services across the spectrum can engage with young carers**”

*Amanda Pierro, AnDY Team*



All training is free to attend.

Visit our [website](#) to download our annual training schedule.



# Young Carer Awards

Young Carer Champions are invited to extend their role to earn a Gold or Silver award for their workplace through auditing and evidencing their commitment to support Young Carers, including; disseminating their training, ratifying policies, implementing ways in which to identify young carers within their duty of care and setting up groups. We would like to say a huge and heartfelt CONGRATULATIONS to those who gained their award in 2023/24:



**GOLD**

Holyport College

Larchfield School

Windsor Boys School

Achieving for Children

Berkshire College of Agriculture



**SILVER**

Altwood School

Queen Anne's First School

7 secondary schools deliver regular young carers groups



...“Within our Young Carers group we are able to provide support and the opportunity for young people to **talk to other Young Carers** who have shared or similar experiences, **receive emotional support** from a Welfare Officer and just have the opportunity to have **an hour for themselves** to do what they want!”

*Claire Druce, Holyport College*



# Delivering a specialist Young Carers Service





# Impact of Caring

Section 2.50 of the Care Act 2014 states that: 'Children should not undertake inappropriate or excessive caring tasks that may have an impact on their development.'

Inappropriate or excessive care is defined in the Care and Support Statutory Guidance 2016 as 'anything which is likely to have an impact on the child's health, wellbeing or education or which is unsuitable for a particular child.'

Furthermore, many young carers supported by our service have additional physical, emotional or SEND needs of their own, which needs to be taken into consideration when assessing their caring role. In partnership with a play therapist from the Wellbeing Team, we developed a young carers assessment for use with very young carers (age 5 – 7 years old) and those who are neuro-diverse.



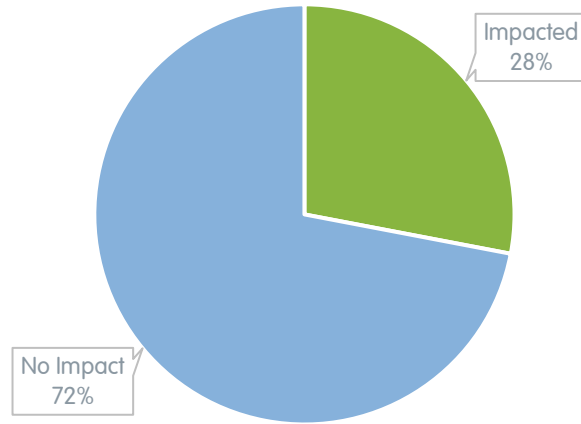
## Impact of caring:

- Physical and emotional health
- Educational attainment and employability
- Social inclusion
- Environmental circumstances

**29% of Young Carers had additional needs of their own**

Whilst they continue to provide care, young carers should be able to lead healthy and fulfilling lives.

# Impact of Caring - Education



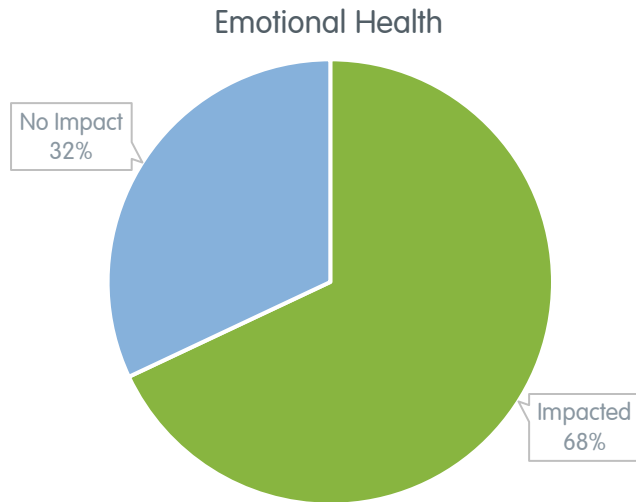
In 2023/24, **28%** of young carers in RBWM who received direct support for their caring role **reported an impact on their education.**



The service registered young carers in **50 schools**

- Research has evidenced 40% of young carers either **'never' or 'not often' get help in education** to help balance caring and school, college or university work, and are 3 times more likely to be NEET.
- In March 2024, the Department for Education published the attendance/absence data for 2022/23. This was the first data release to include this data for young carers (based on the 38,983 identified in the January 2023 school census) The data showed that young carers had **lower attendance than their peers** (5 percentage points - 87.7% compared to 92.7%). In addition, 39% of young carers were **persistently absent** (missed 10% or more of school) compared with 21.1% of other pupils - **nearly twice as high.**
- 45% of young adult carers at the start of their careers said they **'always' or 'usually' struggle to balance caring with paid work.**

# Impact of Caring - Health



- National research has evidenced that 29% of young carers reported their own **physical health was 'just OK'**. Family Action seeks parental consent during their assessment to inform their GP practice of a caring role and request they are coded as 'Carer' on their patient record and support for their health to be explored.
- 38% reported having a **mental health problem**. Young people with caring responsibilities have a higher prevalence of self-harm. Of children who do self-harm, young carers are twice as likely to attempt to take their own life than non-carers. In 2023/24, we worked in partnership with Number 22 counselling services to offer young carers up to 20 sessions where their caring role was identified to be the primary cause of their emotional distress.



In 2023/24, **68%** of young carers in RBWM who received direct support for their caring role **reported an impact on their own emotional wellbeing**. 17% of those who reported an impact were accessing support through mental health support services.

# Young Carers in Healthcare Project

7 out of 10 carers start their caring journey in an NHS setting ([Carers and Hospital Discharge](#)).

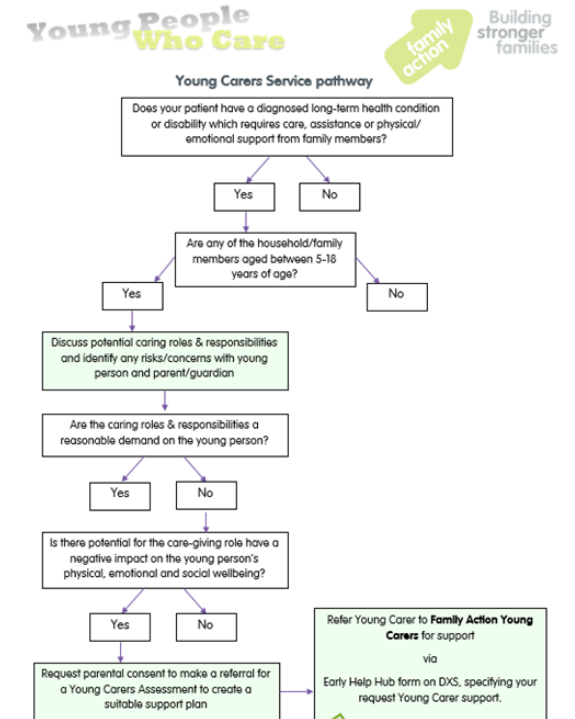
Between April 2018 – Mar 2022, the service received only 9 referrals via Healthcare services. In April 2022, Family Action successfully received a 3-year grant from the National Lottery Community Fund to employ 3 staff to collaborate with the healthcare sector to provide direct interventions to Young Carers and their families at Care Planning stages to prevent young carers reaching crisis point.

To date, this project has developed and implemented:

- A **conversation pathway** for healthcare practitioners to identify young carers.
- Capturing parental consent to inform GPs to **register young carers on their medical records**.
- The creation of a **Carer Contingency Plan** for families to complete, in case of medical emergencies.
- Creation of a **Carers Checklist**, developed in partnership with Berkshire NHS Foundation Trust, the Community Mental Health Team and a parent of a young carer.
- **Professionals training**; YCs and the NHS Long Term Plan, Healthcare Roundtable discussions and Young Carers Champions.



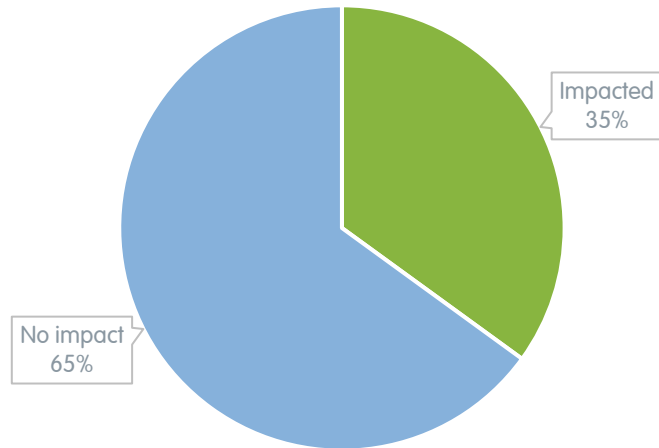
**41 new referrals** received via the healthcare sector since April 2022



**23 training sessions**, delivered to 280 healthcare practitioners across 30 departments

# Impact of Caring – Social Inclusion

In 2023/24, **35%** of young carers in RBWM who received direct support for their caring role **reported an impact on social inclusion.**



Family Action works with families to identify positive activities for young carers to participate in. With support from partner agencies, we have provided access to the following;

- 8 young carers attended a residential at Honeypot House in the New Forest.
- Family tickets to shows and activities, including meal deals, at Norden Farm.
- Carer Time Out Memberships at Leisure Focus.
- FUEL programme provided by the Family Hub during school holidays using their extended eligibility criteria.
- Opportunities to meet other young carers at holiday activities such as Longridge, the Pantomime and workshops for school young carer groups.



# Direct Intervention Support

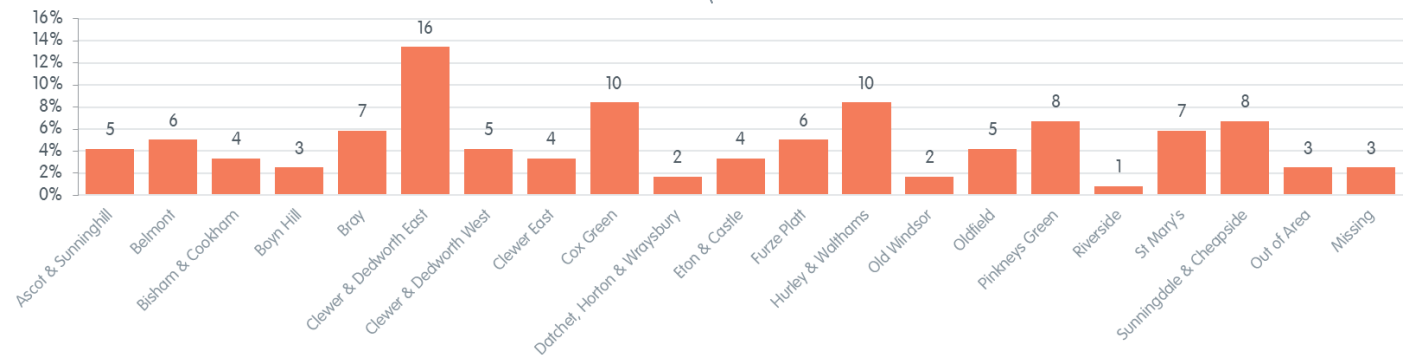
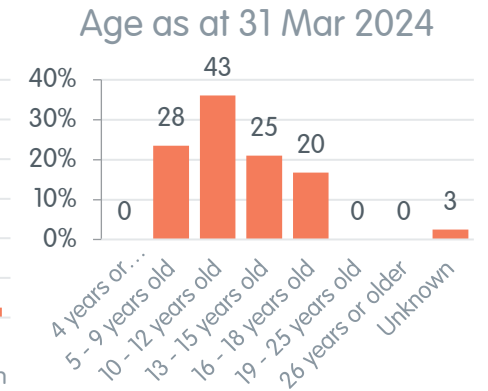
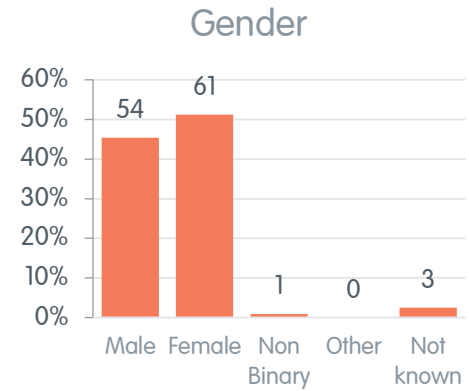
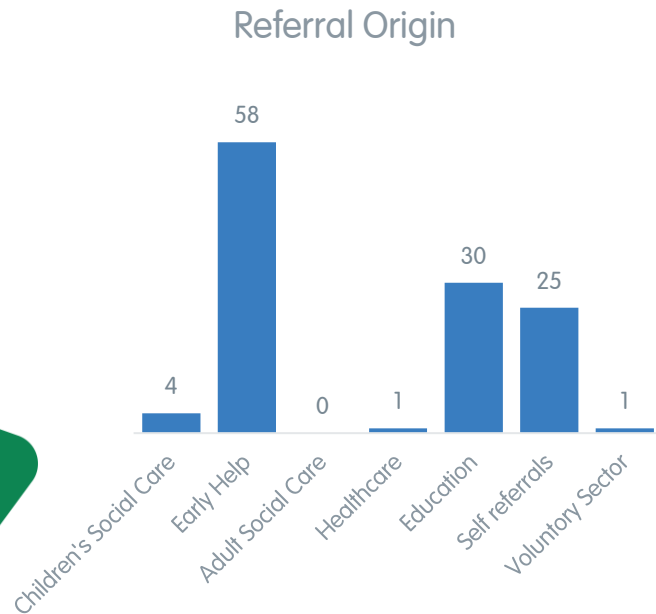


# Young Carers in RBWM

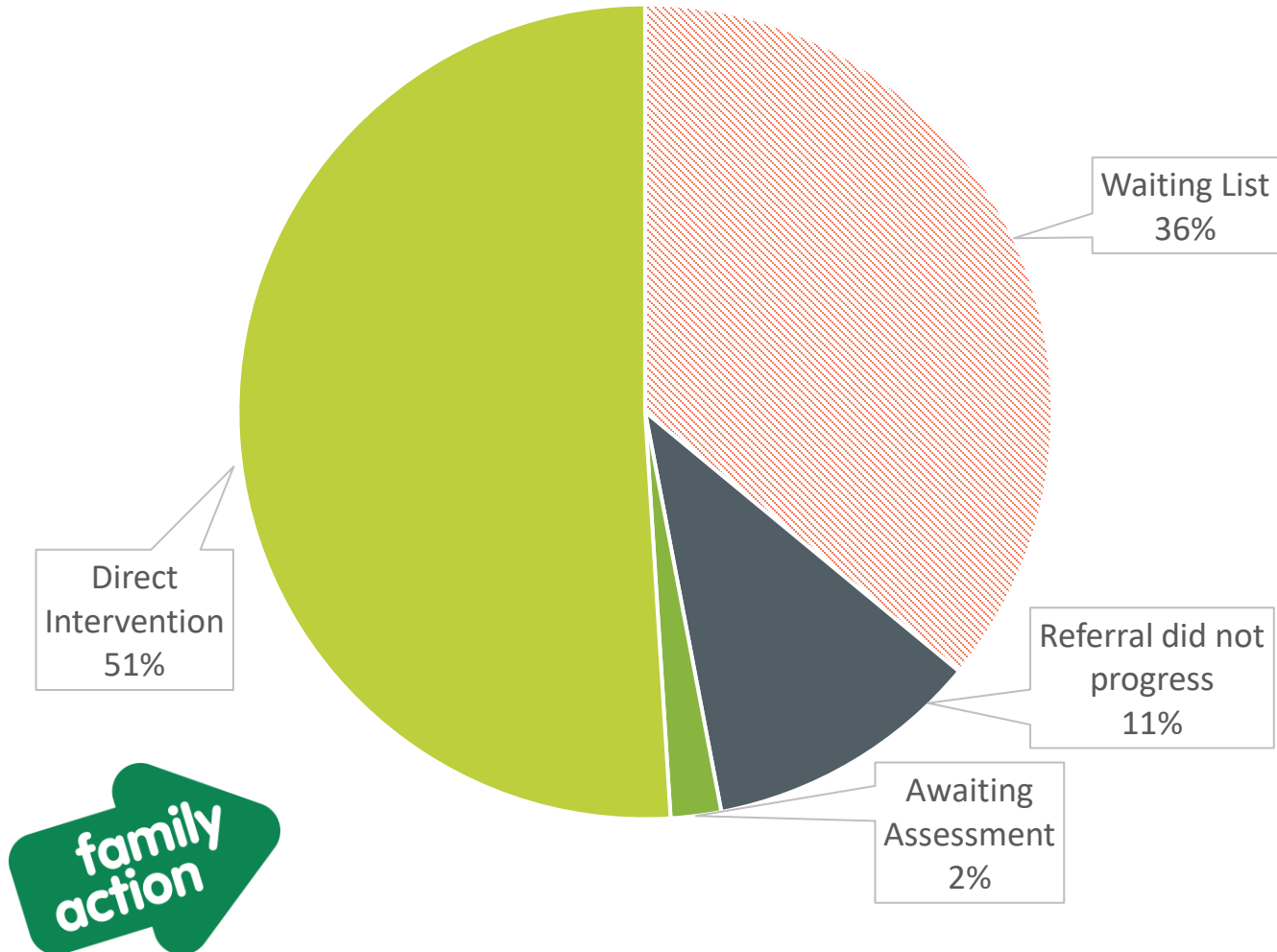
A young carer is someone under 18 who helps look after someone in their family who is ill, disabled or misuses drugs or alcohol.

Young Carers care on average for 3 years before being identified, some caring for over 10 years.

**Family Action has an open referral system. In 2023/24, we received and registered 119 new young carers from the following routes:**



# Service Intervention



During 2023/24, the average waiting time between referral to assessment was: **18 weeks**.

Note; 13 referrals did not progress.

(10 declined the offer, 2 were taken into the care of the LA, and 1 exceeded the threshold for support)

The team directly supported 76 young carers. Our intervention period is between 3 – 6 months, on average: **20 weeks**.

Direct support includes:

- Carers Contingency Planning
- Widening support networks through family and friends, referrals and signposting
- One to one support
- Family sessions
- Targeted group work
- Representation at meetings



# Young Carer Assessments

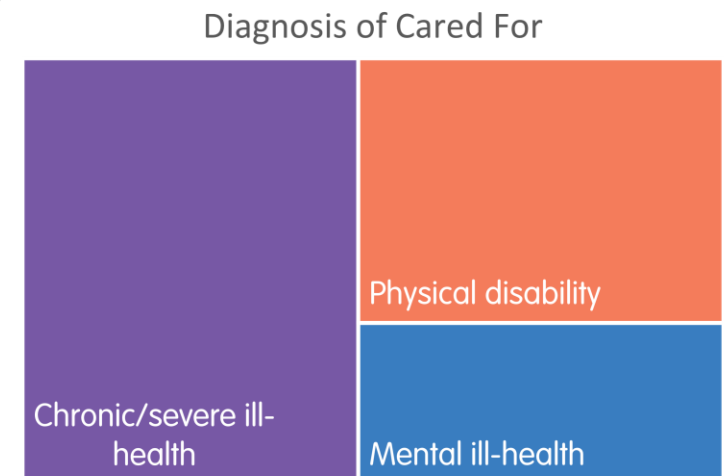
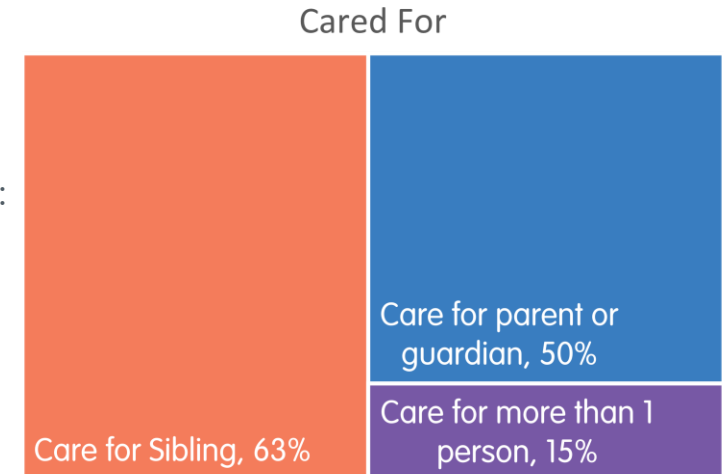


When meeting with a Young Carer and their family, we employ a 2-stage assessment process:

1. Initial Assessment to discuss caring tasks being taken on and its impact on wellbeing and development to identify immediate support needs and co-create an initial Support Action Plan.
2. Review within a month to identify a longer-term offer of support.

For 17% of referrals to our service, a Young Carer Assessment and review of initial support was sufficient to enable a family to overcome their immediate needs. The process allowed families the opportunity to reflect upon and make necessary changes to lessen inappropriate care tasks and/or ensure suitable support is put in place to reduce the negative impact of caring.

The remainder of Young Carers referred to our service went on to receive a more in-depth support offer.



# Individualised Support

67% of young carers received one to one support.

176 one to one sessions!

My child enjoyed the fortnightly sessions with Family Action, and it helped to build stronger emotional bonds. They loved the sessions and his holiday. Since I got my aids [through an Occupational Therapy assessment] he doesn't have to help me with personal care at all.

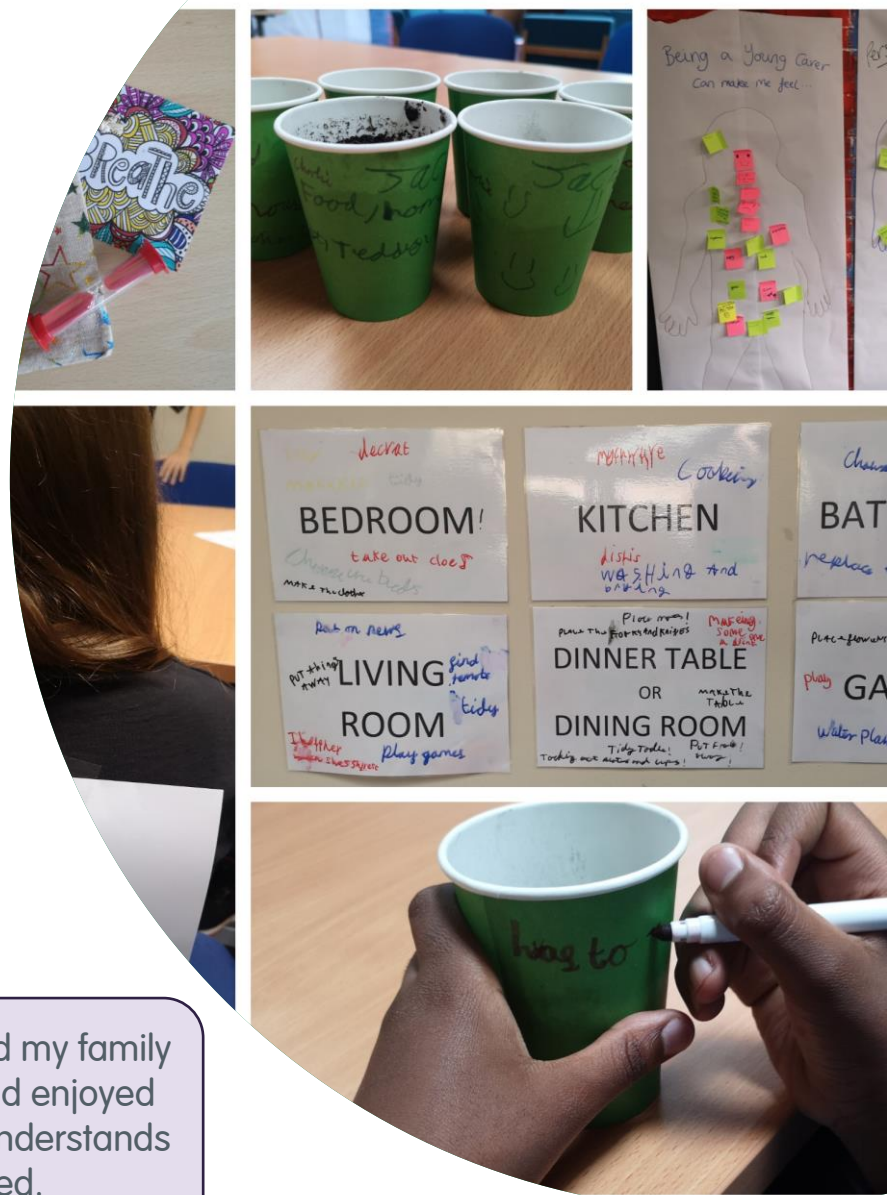


All young carers received a minimum of 2 family sessions.  
A further 17% of young carers received further bespoke family sessions.

103 family sessions!

The team is simply fantastic. Communication has been 100% and my family have experienced an amazing and outstanding service. My child enjoyed special times with no interruptions. The team 100% listens and understands with no judgement. My child felt listened to and supported.

family action



# Group-based Support

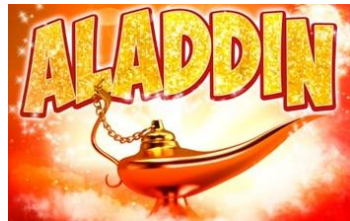


It was really good. It was good to visually do activities to help me understand my role as a young carer and when my mum needs help and how to be there for her.

Through our 6-session wellbeing framework, young carers were enabled to understand what being a young carer means to them personally and identify strategies to look after themselves as they continue to look after others. Meeting others of a similar age and sharing their experiences was a huge source of support.

4 wellbeing programmes, to KS2, KS3, and KS4+5 attended by 27 young carers!

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With thanks to generous donations from Norden Farm, HKA, Cookham Bridge Rotary Club and Honey Pot Residential, we were able to provide activity sessions; *Screen Printing, Stop Motion Recording, Christmas Pantomime, Longridge Activity Centre and a Residential.*



5 activity sessions, with 125 engagements!

# Young Carer Ambassadors

On completion of direct support, young carers are invited to become Ambassadors. Over the course of an academic year, they receive leadership development whilst learning to use their experience and voice to raise the profile of young carers on both a local and national level. This year's highlights include:

- 3 of our Ambassadors were selected to be a part of the **All-Party Parliamentary Group review panel**, one in the role of co-chair, to address the key issues Young Carers face. Our Ambassadors also sit on the National Young Carers Voice forum.
- **Co-producing school resources**, including the [Schools Transition Booklet](#) and Young Carers Wellbeing Framework.
- Reviewing, allocating and presenting the **Young Carer Awards**, adding integrity to the process.
- Taking on the role of **mentors** at two of our wellbeing programmes.



...“I just wanted to say that YC1 and YC2 did a great job last week – YC1 **co-chairing APPG inquiry oral evidence hearing**, and YC2 taking part in the **roundtable with Children’s Commissioner and school leaders** and then the **APPG meeting in Parliament.**”

*Andy McGowan, Head of the national Young Carers Alliance*

7 Young Carer Ambassadors!

[Visit our website](#) for further resources  
Contact the team at [rbwm.yc@family-action.org.uk](mailto:rbwm.yc@family-action.org.uk)



[www.family-action.org.uk](http://www.family-action.org.uk)