

# Education, Children and Families Committee

10:00am, Tuesday 18 May 2021

## Young Carer Services

Executive/routine  
Wards  
Council Commitments

### 1. Recommendations

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- 1.1 The Education, Children and Families Committee is asked to:
  - 1.1.1 Note progress with the implementation of additional support for Young Carers, as part of the Carers (Scotland) Act 2016.
  - 1.1.2 Note that an update report will be provided in October 2021.

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## Award of Contract for Young Carer Services

### 2. Executive Summary

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- 2.1 The Carers (Scotland) Act 2016 placed new duties on Local Authorities (detailed in Section 3). Additional funding to address these duties was made available to local authorities.
- 2.2 Communities and Families and the Edinburgh Health and Social Care Partnership worked in partnership to commission and procure a range of Carer Support Services. Approval for the award of the Young Carer Support Service was sought separately to allow implementation of this important support from 1<sup>st</sup> October 2020.
- 2.3 The partners approved for this award were Broomhouse t/a SPACE (lead), Edinburgh Young Carers and Capital Carers. These partners have developed a range of approaches to develop further support for Young Carers across the four localities during the pandemic and will build on this as we emerge from lockdown.

### 3. Background

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- 3.1 The Carers (Scotland) Act 2016 places a number of legal duties on local authorities and the NHS. Communities and Families along with The Edinburgh Health and Social Care Partnership has long recognised the value of Carers and the importance of the support required to ensure that Carers can continue their caring role, should they wish to do so. The Act incorporates the value of Carers into legislative duties.
- 3.2 Duties under the Act include:
  - 3.2.1 Widening of the definition of a Carer, to encompass a greater volume of Carers
  - 3.2.2 Preparation of Adult Carer Support Plans or Young Carer Statements for anyone identified as a Carer, or for any Carer who requests one
  - 3.2.3 Providing support to Carers that meet local eligibility criteria
  - 3.2.4 Involving Carers in Carer's Services
  - 3.2.5 Preparation of a Carers Strategy
  - 3.2.6 Establishing and maintaining information and advice services for Carers

- 3.7 The current landscape of support services to Carers in Edinburgh encompasses a mix of grants and statutory and commissioned services. In light of the increased funding from the Scottish Government, this mix of provision and funding was strategically reviewed by Edinburgh's Health and Social Care Partnership, to assess the impact that additional funding and legislative duties would have on commissioned and statutory services. It was perceived that new pathways and ways of working would be essential to ensure a joined-up approach that would improve the lives and outcomes for Carers and achieve the best value for those services.
- 3.8 Communities and Families and the Edinburgh Health and Social Care Partnership worked in partnership to commission and procure a range of Carer Support Services. The contract was divided into eight Lots according to the type of support, the Lot strategy being chosen to encourage smaller organisations to bid.
- 3.9 Support for Young Carers was Lot 7. This was awarded separately to the other Lots to ensure that these important supports could be put in place in a timely manner. Finance and Resources Committee granted approval for the contract to be awarded to Broomhouse t/a SPACE (lead), Edinburgh Young Carers and Capital Carers in September 2020, with a start date of 1<sup>st</sup> October 2020.
- 3.10 This contract is for a duration of 60 months, with the possible extension of a further 36 months.

## **4. Main report**

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- 4.1 Following the award of the contract in October 2020, the three partners awarded the contract undertook work to develop further supports for Young Carers across the four localities.
- 4.2 The partners have undertaken a significant amount of work to extend supports for Young Carers (Appendix One). This work has been evaluated and the Young Carers who have accessed support have commented on the positive impact of this service (Appendix Two).
- 4.3 Young Carer Statements, a requirement of the Carers (Scotland) Act 2016, were piloted between December 2019 and August 2020.
- 4.4 The number of Young Carer Statements produced during the pilot was smaller than anticipated due to the impact of Covid-19 and lockdown, with challenges resulting from the lack of face-to-face contact with Young Carers and partners. While online meetings were used where appropriate, many Young Carers, and particularly those in the younger age brackets, experience factors which make online engagement more challenging.
- 4.5 Feedback from the pilot indicated that improvements were required to ensure that the paperwork was child-friendly and conducive to supportive conversations.

Further work was also required to ensure that the Young Carers had sufficient information regarding how their information would be used and stored.

- 4.6 A Short-Life Working Group with representatives from the three partners was established to implement the changes to the paperwork, considering precursor information, professional guidance and tools for supporting conversations.
- 4.7 The Young Carers Statement template was developed using a strengths-based approach, underpinned by the Wellbeing Indicators and Outcomes. Two versions of the template have been created to meet the needs of the Young Carers, depending on their age and stage.
- 4.8 The revised documents and guidance will be taken to the Strategic Partnership Group meeting in June for approval.
- 4.9 Following this, work towards the delivery of Young Carers Statements will resume across all four localities.
- 4.10 This work will also involve a launch via school websites, stakeholder communication pathways and social media to encourage and support the identification and engagement of Young Carers. There is a Short-Life Working Group including representatives from the three partners developing these communications.

## 5. Next Steps

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- 5.1 The two paperwork for the Young Carer Statements will be taken to the Strategic Partnership Group meeting in June for approval.
- 5.2 The work will be launched using the channels noted above, and the partners will work towards providing Young Carer Statements.

## 6. Financial impact

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- 6.1 The potential total value of this award is £5,268,518 including the maximum period of extension. The variable annual value reflects the availability of Scottish Government funding which is confirmed for the initial period of contract.

2020-21	£535,648
2021-22	£650,255
2022-23	£670,233
2023-24	£680,578
2024-25	£680,242
2025-26	£680,304

2026-27	£680,432
2027-28	£690,824

- 6.2 The contract term of up to a possible eight years provides long-term financial security for the providers and ensures the sustainability of support services to Young Carers. The aim of the specification is for schools and other Communities and Families staff to work with providers, to ensure continuous improvement which needs to meet the increase in numbers and the requirements of Young Carers throughout the contract term.
- 6.3 The staffing costs associated with procuring this contract along with the other Lots as above are estimated to be between £20,001 and £35,000.

## **7. Stakeholder/Community Impact**

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- 7.1 A large-scale market shaping exercise was undertaken to ensure the new funding from the Scottish Government and the current funding would be used to efficiently reach the greatest volume of Carers. Consultation with Carers and partner organisations was undertaken through different mechanisms such as; focus groups, online surveys, paper surveys, follow up meetings with Carers.
- 7.2 No significant environmental impacts are expected to arise from this contract.
- 7.3 This success of these contracts will be measurable against Key Performance Indicators which are detailed within the specifications.
- 7.4 An Integrated Impact Assessment was completed, and all recommendations were addressed throughout the tendering process.
- 7.5 All providers have completed a COVID-19 business continuity plan, confirming how services will continue under new measures provided by the Scottish Government. These measures will continue to be monitored throughout the life time of the contracts, to ensure that Carer supports are continued in other agile formats, when required.

## **8. Background reading/external references**

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- 8.1 Edinburgh Joint Carers' Strategy 2019-2022 <https://www.edinburghhsc.scot/wp-content/uploads/2020/06/Edinburgh-Joint-Carers-Strategy-2019-2022-FINAL.pdf>.
- 8.2 IIA Carers Act 2018 <https://www.edinburghhsc.scot/wp-content/uploads/2019/12/IIA-Carers-Act-2018.pdf>
- 8.3 Carers Investment IIA July 2020 <https://www.edinburghhsc.scot/wp-content/uploads/2020/07/15.-Carers-Investment-IIA-Report-20-07-21.pdf>

- 8.4 [Award of Contracts for Edinburgh Carer Supports](#) Policy and Sustainability  
Committee August 2020

## **9. Appendices**

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- 9.1 Appendix 1 Young Carers Tender Mid-Term Report 31st March 2021  
9.2 Appendix 2 Young Carers Tender Mid-Term Report 31st March 2021 – Case  
Studies, Young Carer Feedback and Resources



### **Young Carers tender mid term report 1<sup>st</sup> October 2020 – 31<sup>st</sup> March 2021**

With the onset of Covid-19, Space and Broomhouse Hub, Edinburgh Young Carers and Capital Carers faced many challenges, but have stepped up to play a pivotal role for Young Carers in Edinburgh. This document summarises the activities and support provided across all three organisations since the new tender commenced on 1<sup>st</sup> October alongside the challenges of lockdown.

In the first 6 months of funding we have managed to provide the following for young carers across the city of Edinburgh:

- ✚ 411 Young Carers were supported
- ✚ 287 Respite groups were provided (face to face and digital)
- ✚ 282 Young Carers regularly attended our respite groups
- ✚ 495 One to One sessions delivered face to face
- ✚ 115 Young Carers accessed one to one support
- ✚ 167 one to one telephone or digital sessions were provided
- ✚ 83 Young Carers accessed one to one sessions via telephone or video call as part of their support
- ✚ 60 Family support sessions offered
- ✚ 49 Young Carers' benefitted from family support sessions
- ✚ 23 Transition out of caring plans completed for Young Carers'
- ✚ 18 planning sessions / groups / 1-1's delivered to help YC's transition into positive destinations
- ✚ 22 Young Carers' accessed these transition sessions / groups / One to one support

### **Recruitment and Inductions – Building and Training our Teams**

Part of the focus for the service providers during the first few months of this contract period has been on recruitment, selection and induction of our staffing, to ensure we have been able to build a skills and resourceful team to deliver the contract requirements. All newly recruited staff have been supported through their service's individual induction programme, which includes meeting and shadowing colleagues, reading and familiarising with the organisation's policies and procedures, reading and familiarising with the contract and tender documents, and taking part in mandatory training sessions. Mandatory training courses have included young carer awareness, child protection, mental health first aid/awareness, ASSIST training, Trauma Informed Practice Level 1, GDPR, emergency first aid and diversity and equality training.

In addition to each service's individual induction, we hosted a cross-service induction day on Wednesday 10<sup>th</sup> March. This event was held over Zoom and was attended by all new and current staff members from each of the three service providers. This event was hugely



important in building on existing relationships and connections between the services, and developing new relationships including the new members of staff. During the day, we took part in introductions, icebreakers, sharing service information and history, focussed sub-groups and Young Carer Statement training.

All Development Workers across the services now meet in their sub-groups on a regular basis to share good practice and support each other's service delivery, as well as keeping activities and developments in line with contract specifications and outcomes.

### **Our collective response during the Coronavirus pandemic**

The onset of lockdown meant we had to change the way we supported young carers and their families. All three organisations attended training on how best to incorporate new, safe ways to deliver digital youth work through Youthlink. We shared our learning and ideas to create a fair level of support for young carers across the city. All our young carers project and development workers divided up our weekly group participants and offered one to one telephone and video support on a weekly or fortnightly basis keeping consistency in their support and routine. We also offered group support through zoom across all our groups. The sessions were designed by our young carers and Development Workers to meet their needs and incorporated a range of fun, educational and issue-based sessions. Our sessions included healthy eating and cooking, sleep workshops, arts and crafts, online safety, games, virtual tours across different countries and many more.

We developed a new procedure and risk assessment to complement our existing social media policy outlining clear guidelines on how we use 'zoom' as a platform for groups. In order to give additional protection to our young people we developed a digital group agreement to reduce risks associated with groups online. We worked with activity providers and small businesses to offer interactive sessions such as dance and yoga.

All organisations, working in partnership, engaged effectively with young carers and their families through telephone calls, text messages, and other online methods as appropriate, as well as providing updates, information and signposting through our website and Facebook pages. Through the generosity of our funders, we were able to purchase mobile phones or tablets for young carers that did not have access to their own phone so that we could maintain contact and ensure they could engage with us and feel less isolated. This will now form part of our blended support as we move forward out of lockdown.

- We provided young carers with a total of **33** laptops, **30** I-pads and **76** tablets, as well as **30** mobile phone top-ups and **60** wifi boosters
- Funding was also secured for IT resources for staff to enable all workers to effectively work from home and continue to provide much-needed support to young carers, without any break during the lockdown restrictions
- We have been able to provide hand sanitiser and face coverings for our families, as well as provide cards to allow young cares to access supermarkets during lockdown restrictions
- We have provided a total of **185** families with food vouchers, during lockdown and over the Christmas period, as well as secure **45** clothing grants and **88** school uniforms for young carers





- We provided **45** STEM care packages to families to engage them in science learning and engagement during home learning
- In partnership with Vocal we were able to provide **32** Young Carers with Time to Live grants, which provided them with funding for up to £250 to access activities or items for respite.
- **327** craft and activity packs, self-care and wellbeing boxes were provided for Young Carers throughout lockdown to reduce isolation and ease anxieties
- We were able to secure books for **158** young carers as Christmas presents
- **125** new referrals processed and assessed for support
- **44** Young Carers' and their families received food parcels and hot meals
- **6** young carers were referred for fuel poverty support and received 3 payments each of £36 towards gas/electricity
- All young carers were offered group and/or one-to-one support online or through phone calls and text messages. Online groups have helped to maintain connections and respite for young carers in these challenging times and have included, amongst many others.

When restrictions have allowed, in accordance with the national Youth Work Guidance, we have resumed our face to face groups and one-to-one work, outdoors and indoors when permitted.

### **Young Carers Statements**

Since 1<sup>st</sup> October 2020, we have been working together to implement the recommendations from the young carers statement pilot report that was produced in August 2020. This process has allowed us time to get the paperwork right, age and stage appropriate across the wide age range, 5-18years and the guidance notes in place for Young Carers in Edinburgh. In addition to the paperwork being designed and produced we were also met with considerable challenges in relation to the process of producing young carers statements face to face due to the current restrictions. It is best practice to produce a Young carers statement when face to face with a young carer in a safe, supportive environment. However, due to restrictions we were faced with many young carers not wanting to go ahead with the process via digital means. Therefore all organisations had to risk assess each young carer, their households and individual workers who were potentially meeting with them. The outcome of these risk assessments showed the risks were too high and as a consequence of this, we had to put a hold processing young carers statements until we were able to commence face to face work.

The paperwork including guidance notes are due to be signed off at the Carers joint strategic meeting in May. The latest government guidelines are now allowing our organisations to meet face to face with young carers in a safe, risk assessed environment. Therefore young carers statement work will commence in May 2021, and we will be looking forward to being able to communicate the amount of statements produced in our end of year report.

### Young Carers Support

	5-9yrs	10-12yrs	13-15yrs	16-18yrs (still at school)	Total
No. Referrals received	41	46	37	11	<b>135</b>
No. YC's received support	89	147	126	49	<b>411</b>

Young carers were provided with support throughout lockdown and the phased return out of lockdown and each organisation adapted when able to do so safely. When the new contract commenced we were able to provide face to face group sessions within safe government guidelines which created short breaks away from the home environment that were safe and accessible. However, due to further restrictions that came in the new year we were faced with supporting all young carers during another lockdown and had to revert back to our previous learning and deliver digital, telephone and one to one 'walk and talk' sessions for those most in need. We provided additional support for families requiring access to digital devices in the home.

*In a report by the Carers Trust (2020), 74% felt less connected to others than they did before the pandemic. By being able to safely resume face to face respite, this has meant that young carers have had a real break from caring, a chance to leave the home and reconnect with peers, whilst having fun*

We have continued to provide groups, information and advice, counselling and 1:1 support. During the period 1<sup>st</sup> October – 31<sup>st</sup> March, we carried out holistic assessments for many of our young people and discovered that on average they provided between 18 – 39 hours of care per week despite having to juggle blended learning in full time education. 282 Young carers were supported in groups and 115 have accessed 1:1 support either by weekly telephone, digital one to ones or 'walk and talks'.

***"I think it's a good chance for myself and I'm sure others to go out and do things that will take people out of their comfort zone. It's also a good opportunity to get out of the house, help relax, and improve mental health (which has helped me personally)".***

All young carers who access our group support shape their support plans, their 1-1 sessions and the group respite programme, ensuring the support is young-person centred and relevant, and regularly reviewed.

Due to the youth work restrictions on day trips, expeditions and residential, access to short breaks for young carers has been focussed on supporting young carers and their families with additional funding for respite activities or resources.

<b>Short Breaks</b>	Number of Time to Live and "wee break" funds accessed for YC's	44
	Number of other additional funds accessed for YC's	216
	Total number of YC's who have benefitted from funds	138

As outlined above, this has included food vouchers, clothing grants and electronic devices, but also includes applications for **12** "wee break" funds and **32** 'Time to Live' grants. In total, these short break and additional funds, have been accessed by **138** young carers and their families. The type of respite and resources requested in the funds includes:

- Funds to redecorate bedroom and replace bedding
- Foraging experience
- Sports equipment and garden play equipment
- Self-care and pampering resources
- Arts and craft materials

### **What difference did our support make?**

Young carers who are accessing support are working on the following wellbeing indicators in their action planning:

How many YC's are working on wellbeing indicators from their Footprints action plan:	No. YC's
Safe	<b>108</b>
Healthy	<b>215</b>
Active	<b>149</b>
Nurtured	<b>194</b>
Achieving	<b>194</b>
Respected	<b>142</b>
Responsible	<b>115</b>
Included	<b>208</b>



Young carers are actively involved in identifying their own personal outcomes and helping to build their support plans, which includes respite and other services, as well as onward referrals and information from other organisations across the city. Outcomes and support plans are created using our Initial assessment/Footprints personal development document, and (in non-lockdown times), are reviewed every six months to monitor and measure progress, review support and aid transitions. Examples of some identified personal outcomes that the YCs are working towards include:

- *Included:* Seeing friends and reducing isolation during the lockdown period – YC was supported by providing them with a digital device and delivering online respite groups to reduce feelings of isolation and maintain peer support
- *Active:* Spending more time outside having fun – YC didn't have many opportunities to get outside to play due to parental mobility issues, therefore he was supported to join in the Happy Heids emotional wellbeing group for weekly play opportunities and learning how to manage his build-up of energy. YC will also be supported to join football and boxing clubs when lockdown restrictions allow.
- *Achieving:* Able to attend independent school of choice in Edinburgh – YC hoped to attend an independent school but felt unsure of the application and fees involved so was supported through the application process with a letter of support and successfully accessed funding through a bursary

As well as linking young carers and their families with onward support and referrals, much of the support is provided through our own services, including counselling services. The nature and amount of support provided from October 2020 to March 2021 has been broken down into the table below and includes our specialist one-to-one and group work provision. Our support is young-person led and each young carer builds their own support plan with input from their Development Worker, and where appropriate, the family unit. Young carers shape the group respite programmes, and build relationships with their peers and their Development Workers during their time with the projects, which helps them, and the adults at home, to feel comfortable accessing and asking for further support if needed.

Our support has impacted on the YCs in the following ways:	% of YC noting increase (rating 4 on a scale of 0-4)
helped them feel more confident?	90%
helped them feel less alone?	76%
helped them make new friendships?	62%
helped them feel supported in their caring role?	55%
helped them to feel better about themselves?	90%
helped them cope better in life?	80%



During an evaluation session using SHANARRI indicators to help us evaluate the work we were doing:

**80% of our young carers reported a vast improvement in their resilience**

Young carers told us:

*'I feel more able to face the things at home as I know I am not alone, others are going through the same as me'*

*'Coming to young carers makes me feel like I have friends I can talk to'*

*'I feel listened to by the staff and volunteers, I know I can talk in private here and no one judges me'*

**90% young carers experienced a vast improvement in their self-esteem**

Young carers told us:

*'Before coming to young carers I was shy, now I don't shut up! I love to be able to talk about things without feeling judged'*

*'I wasn't sure about coming to the group but I'm so glad I did, without this group this year I don't know what I would have done'*

*'I didn't tell anyone I was a young carer before, now I tell everyone! I am not scared to say who I am and why I can't do the same things as everyone else in my school, like go out every night'*

**76% of our young carers reported a vast improvement in a reduction in their feeling of isolation**

Due to the coronavirus pandemic the feelings of isolation in our young carers grew significantly with the face to face contact being reduced and their access to short breaks physically away from the home environment. Young carers told us:

*'Lockdown is the worst, our digital sessions are ok, it's nice to see everyone but I need to get away from my house'*

*'I needed my walks, it helped me clear my head and have someone to talk to'*

*'I was so worried about my mum catching the virus I felt guilty about going out away from her but she (worker) made me feel safe, we stayed 2m apart with masks on and it was amazing to talk to someone face to face away from my family'*

*'I felt so alone and scared, I was glad to have the zoom sessions to have a laugh and see everyone's face'*

As part of the initial assessment process whilst building support plans with young carers, and at all points in their journey, young carers are connected to the following in order to build supports around the child/young person/family.

How many YC's are connected to further supports by onward referrals to:	No. YC's
Education support	<b>56</b>
Social Care	<b>17</b>
Health Services	<b>17</b>
Counselling, CAMHS or other emotional wellbeing support	<b>31</b>
Advocacy	<b>23</b>
Additional respite	<b>15</b>
Financial support	<b>127</b>
Universal youth work	<b>9</b>
Other	<b>31</b>



Education supports differ depending upon age and stage of the young carer, and during the past six months to a year, have included much additional support around home learning, access to hubs and exam/grade support. The majority of the referrals for mental health support are to our in-house counselling services, and many families have required additional financial support and referrals including food vouchers, foodbank referrals and other grants for living expenses. “Other” supports that have been accessed by young carers and their families include participation in social research projects to share their lived experiences, and access to parenting courses and support. Building relationships with the young carers and their families helps to ensure that we have a holistic picture of the young carer and their caring experience and impact, allowing these onward referrals and additional supports to be put in place at the earliest possible stage.

Young carers and their families have both formal and informal opportunities to feed into the specific support they receive, and the services as a whole which is provided by each organisation. Each young carer has an Initial assessment/ Footprints Development Plan, which includes their support plan and identified personal outcomes and is reviewed approximately every six months. At this stage, progress towards outcomes is discussed, measured and noted, and the difference that the support provision is making for the young carer is recorded. Due to the different nature of support over the COVID-19 pandemic and lockdown, the traditional review of Footprints has been assessed on a case by case basis for each child and young person. As a result, completing a formal review of outcomes has been postponed for some young carers until we can meet with them on a F2F basis again, due to the concerns and difficulties over engaging in these emotive and sensitive conversations where a private space or supportive environment cannot be guaranteed. In these cases, reviews have continued and feedback has been gained through ongoing support provision and communication rather than undertaking formal review processes.

Given the circumstances of the six-month reporting period, and the changes to service provision that has been discussed, there has likely been a smaller positive impact on the young carer than would normally be expected pre-pandemic and lockdown. Particular points to note include:

- Many young carers began caring for the first time during the pandemic, and many others had their caring role increase in duration and/or intensity for a significant period of time. Research from Carers Trust Scotland (2020) found that ‘59% of young carers now care for more hours per week than before lockdown and one quarter are caring for more people’. Therefore, with an increase in their caring roles and responsibilities, and a change in support to meet with lockdown restrictions, it is reasonable to expect a lower increase in positive impacts around coping with their caring role, than in non-COVID times.
- Similarly, ‘69% of young carers surveyed felt less able to maintain friendships and 74% felt less connected to others’, according to the research. In our reviews, 76% of young carers reported that their support had helped them to feel less alone and to make new friendships. By being able to continue to offer digital support, including groups and 1-1’s and provide resources to young carers during lockdown, we have tried to tackle the isolation felt by many young carers, and offer what respite is possible, without leaving their home.





There are many informal avenues of measuring impact and gathering feedback about the support provided, that both young carers and their families can communicate through, including:

- Optional surveys and questionnaires
- Group evaluations
- Text and phone calls
- Email feedback
- Case studies

### **Young Carer Grant Fund**

In this reporting period, the service providers have been focussing on developing the paperwork and processes to administer the Young Carer Grant Fund, including the application form, eligibility criteria, grant panel, and the monitoring and reporting frameworks. The service providers have been involved in the Time to Live and Wee Breaks funding through VOCAL and will use these funds as a good practice model for the YC Grant Fund. We will, as required by this contract, provide an annual report highlighting the numbers of awards completed, any issues arising from running the grant fund and identifying any needs that could be met in other ways.

### **Schools Work**

Within this reporting period, all three service providers have, where necessary, finalised their recruitment and induction processes to complete the Schools Team for the delivery of this part of the Lot 7 contract. In the initial months of the contract beginning, the schools team made it a priority to meet digitally to get to know each other, discuss the contract specifications moving forward, share resources and ideas, and set up communication strategies between each other and the schools and Young Carer Co-ordinators. The schools team continues to meet on a fortnightly basis and outside of these practice meetings, communicate regularly through Microsoft Teams.

### **Contact with Schools**

During the reporting period, the three Schools Workers across the service providers have engaged with **95** schools across the four localities (including Primary, Secondary and Independent Schools). This has included online and telephone meetings, information provision, staff training, awareness-raising with the school community and consultations and support on school practice and policies around identifying and supporting young carers, as well as updating schools on the school support available through this contract. At this six month point in the first year of the contract, the service providers have contacted over **80%** of all schools in Edinburgh.

The nature and type of contact with schools across the City has included:

- Virtual Teams Assemblies: four schools have received awareness raising assemblies reaching **630** pupils
- Information and Resources
- Leaflets and Information Booklets sent out to all schools across Edinburgh, reaching at least **220** named contacts. This reporting period has seen the following resources sent out electronically: How to identify a young carer?; How to support young carers



- during lockdown (also sent to health and social care colleagues); How to support young carers in the classroom; Supporting young carers on the return to school
- A digital map for schools has been created and sent out across the City to support each school in the localities with finding the correct contacts for the service provider in their locality
  - Transition Support: Additional support, including 1-1, group-work, and information and advice to school staff, has begun to be offered to support young carers in P7 who will be making the transition to High School in the new term
  - Young Carer Co-ordinator Network and Newsletter: as discussed below, with input from all three service providers and reaching all schools across Edinburgh
  - Further Education and Higher Education Establishments: much work has taken place with HE and FE establishments across the City, which, although outside of the scope of this contract and will therefore be reported on under Lot 6 reporting schedules, has aided in the transition of YC and YAC onto these settings and ensured that support is in place and awareness-raising continues
  - We Care – Schools for Young Carers Award: although outside of the scope of this contract, **17** schools across the four localities have registered to take part in this award during this reporting period, and have access to the support and resources to assist them in achieving a We Care award

During the reporting period, the service providers have delivered two CPD training opportunities to education professionals across Edinburgh, which were attended by representatives from **37** schools. One of these training opportunities was offered as an introduction to identifying and supporting young carers and the second was offered as a training session on “How to Write a Young Carer Policy”. These CPD training opportunities have been promoted via social media, our own websites, Eventbrite booking pages and through emails and newsletters. In this reporting period, the Eventbrite booking page has received over **1100** views. Edinburgh Young Carers has also launched a new “training section” on our website to act as a central platform for advertising and promoting the CPD opportunities.

In addition to these larger City-wide events, schools across the City have also been offered, and received bespoke training events for their own settings in order to meet their specific needs and requests for support. Four schools across Edinburgh have received individual whole-school training delivered via four Microsoft Teams events, that have reached 108 school staff, including teaching, management and support staff.

In total, over **190 education staff** have accessed our training events in this reporting period.

Outside of the scope of this contract, training has also been provided to social work teams in Edinburgh, NHS Carer Champions (15 participants) and other third-sector organisations (12 organisations in total) to raise awareness of young carers and ensure appropriate support is in place within these setting, and increase confidence and skills in onward referrals to specialist support.

There are currently **115** Primary, Secondary, Independent and Special schools involved in the Young Carer Co-ordinator Network, with **220** named Co-ordinator contacts within the network.





One digital Young Carer Co-ordinator Network Meeting was hosted on Microsoft Teams during the reporting period (November 2020) and was attended by representatives from **11** schools across the City (and two HE/FE establishments). In place of a second digital meeting, a Young Carer Co-ordinator Newsletter was created and sent out to all schools in Edinburgh providing relevant updates. Within the newsletter was a page about the new school's work offer for all four localities, with information about the support provided to schools through this contract and the relevant contacts at each service provider.

All three providers and their Schools Workers have taken part in two meetings of this sub-group to move forward with the good practice guidelines during the lockdown period.

### **Impact of Schools Work**

Through direct contact with school staff and pupils, the schools work delivered during this reporting period has helped to raise awareness of young carers, and in particular, the potential for increased or new caring roles that have developed during the pandemic. By being in young carer awareness-raising work with the service providers, young carers have been identified by school staff and have also felt more supported to self-identify as young carers. With an increased understanding of the issues experienced by young carers and their support needs, schools have been able to adapt and amend their own policies and practices to improve the experiences of young carers in their settings. School staff are also confident in requesting support and making onward referrals to the appropriate service provider.

Those school staff who have taken part in the four whole-school training events completed an evaluation form, with 100% of delegates telling us they would recommend this training to education colleagues. Of those school staff who took part in the Edinburgh-wide CPD events, the number of delegates who knew "a lot" about young carers increased from 20% before the training, to 100% after. Specific feedback can be found below:

*"Eye opening! Prior to the course I did not know anything about the challenges young carers faced or how many pupils may be in a caring role. I now feel more able to support pupils and identify young carers so that they can access support for their learning."*

*Member of staff from James Gillespie's High School*

Furthermore, by involving all school pupils in awareness-raising assemblies, the schools team has helped to support a whole-school understanding of the challenges young carers might face, allowing young carers to feel better supported by their peers and school staff:

*"After the virtual assemblies our pupils were able to reflect on their own circumstances and from this we were able to make several referrals to Edinburgh Young Carers. Staff awareness was also raised and there has been much more dialogue between staff about supports and strategies we can offer to our children. Thank you, Edinburgh Young Carers."*

*Member of staff from Niddrie Mill Primary School*

By continuing to engage with schools over this reporting period, and doing so on platforms that were relevant and useful to school staff, the school team has been able to ensure that young carers have remained on the radar of education professionals – even throughout lockdown and home learning. As a result, young carers have received continued support and contact from their teaching and support staff, and the three services have continued to receive new referrals when young carers have been identified through schools.

## **Next Steps**

- Continue to identify and support Young Carers across Edinburgh
- Continue staff training throughout to keep up to date with any changes to government guidelines.
- Offer all Young Carers a Young Carers Statement - All staff have undergone training to complete the relevant paperwork with young carers. We are ready to commence in May 2021 as advised and agreed with the City of Edinburgh council, following paperwork sign off at the next Carers strategic meeting.
- All three partners will provide and release publicity materials to advertise the support available for Young carers in Edinburgh – leaflets, newsletters, infographics on social media platforms and websites.
- Continue to work together through subgroups, joint activities and training to make sure that each organisation is offering a robust programme of support.
- Continue to develop relationships with schools, further education establishments, statutory and third sector organisations in Edinburgh.
- Work on existing knowledge and learning to complete the application form and eligibility criteria for the Young Carers Grant Fund, and begin supporting young carers to access these funds

## **Conclusion**

This report clearly reflects the successes and challenges within the first 6 months of the new young carers' contract. Working collaboratively with each other, we have made a great start to build and implement support for young carers across the city of Edinburgh. Through implementing the new contract, it has created opportunities for each organisation to increase capacity, meaning we can reach more young carers in need and will continue our work to identify and provide support to more in the coming year.

At this stage of contract we are proud to report on the areas we have put most of our energy into – responding to young carers in crisis during a global pandemic in a variety of ways. We have hope of a possible recovery, endeavour to raise more awareness around young carers and to provide a quality service to those that need us most.

**Young Carers tender mid-term report 1<sup>st</sup> October 2020 – 31<sup>st</sup> March 2021**

**Appendix – Case Studies, YC Feedback and Resources**

Case Studies and YC/Family Feedback and Voices

*X was very isolated during the first lockdown. I met X for a F2F meeting before the 2nd lockdown struck. I was worried that this would push X into becoming more isolated and X would experience a drop in their mental health. To help isolated and less confident YCs access our online sessions, I made it clear that if a YC was new and/or nervous they would be able to keep their camera off for a few sessions. I also offered that they use the chat function to communicate if speaking was too nerve racking. X came along to all 7 of my online groups, started with both their camera and audio off progressing to participating (loudly) with a treasure hunting activity. The regular session worker noted, as part of our feedback on how sessions have been going: "I'm definitely noticing a boost in confidence in a few of the girls."*

---

*Young Carer (R) aged 11 started EYC just before lockdown. R has difficulties in managing her own behaviour and emotions and really struggled to make friendships and socialise with her peer group. R cares for her mum who has mental health difficulties and two young siblings.*

*From attending EYC respite groups and receiving support R has been able to feel more confident. Within this nurturing environment she feels safe and be able to receive respite support provision. She has managed to build on her own self-esteem and confidence, get a break, try new experiences, not worry about money and most importantly meet other young carers with similar experience. This has allowed her to make new friends and benefit from peer support and shared experiences.*

*During lockdown the family were really isolated and anxiety levels were heightened within the household. By providing regular weekly check-in's I was able to support the family and continue to build a strong trusting relationship. This helped the family feel less isolated and it helped with liaising with school and family when R had difficulties with her transition into high school, and coping with the changes at school, within peer groups and her behaviour in this environment. I was able to provide R with 1-1 support where we developed strategies for her self-care and emotional wellbeing. This has helped R and mum to feel that they can cope better.*

*With communication with myself, R, mum and school all working as one team to improve the situation for R and make sure she feels safe, nurtured, healthy, active, responsible and included, she is able to cope with her caring role and improve her confidence and wellbeing.*

---

*Following child protection concerns about a child (age 10) it was identified that she was experiencing emotional neglect at home. Her self-esteem was worryingly low and this was*

*having an impact on her mental health. The team around the child, myself, school and social work worked closely to address this. Referrals were made to services to support the mum in her parenting and with her mental health. School involved the child in the breakfast club and additional support. The child was supported to attend EYC groups to get a break from home and socialise and I met with them weekly for 1:1 sessions. In these 1:1 sessions the focus was on building self-esteem and confidence. We did this through playing to the young person's strengths, offering praise, encouragement and positive regard and role modelling good self-esteem. The young person has recently shared that they are transgender and this 1:1 space is where they can completely be themselves without any judgement or rejection.*

---

*"I feel much better now. I feel chilled. School is good and I have lots of friends now - it don't want it to be the holidays again I was just getting used to it! I love coming to young carers and find it fun. I know I can always speak to you or see Kirsty again if I need to. Maybe when I go to high school or something but for now I am ok." (Young Carer, Aged 9)*

---

*"And it's like only your own self to be responsible for [in groups] and you don't have to worry about anyone else and its really nice and I really enjoyed it...and that's the thing of having the memories" (Young Carer, Aged 11)*

---

*"Just want to say the biggest, hugest of thank yous to you and everyone that made yesterday possible and gave the kids such an amazing and special day out! Honestly, the smiles, the confidence, the experience- major positive effect on this little girl! So proud she managed a whole day too. Thank you for doing the zoom beforehand and for organising it and taking them. Young Carers is so awesome- from everyone doing the zoom sessions to the people that fill in funding forms... all of you are incredible heroes making a very important difference to kids' lives and futures. And I really appreciated that respite too. Thank you." (Parent of Young Carer)*

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*My confidence has improved even though it's been such a difficult time for me and my family. It's brilliant to know I had someone to turn to. If I ever need support or needed to talk to my support worker about anything I knew he would be there. I know for once I can actually say without being negative – I am proud of myself and what I have achieved in the last year especially. I have grown from a being a shy girl with negative vibes to a positive girl who can show my friends you can achieve your dreams and goals. I still care for Mum but I can be my own person as well. If it was not for Space for Young Carers and my support worker I would not have got this far." (Young Carer)*

# 9 WAYS TO SUPPORT YOUNG CARERS IN CLASS

EDINBURGH  
**YOUNG  
CARERS**

Have you identified young carers within your class? But are you unsure about how to support them to access learning? Here are some top tips to make your classrooms 'carer friendly' spaces

## 1 FLEXIBILITY

Provide flexibility around deadlines and ensure deadlines are clearly communicated. Provide a shorter time for children to explain if they cannot complete homework or need extra time/help



## 2 CATCH UP

Provide time for homework catch up classes but be mindful about timings. Some children may want to work during lunch others would prefer to socialise with peers



## 3 WHOLE CLASS APPROACHES

Talk about inspiring role models who live with a disability or mental health problem but are not defined by it. Talk about their individuality and achievements



## 4 CONFIDENTIALITY

Young carers often wish their caring responsibilities to remain private. Maintain confidentiality amongst other children but pass on information if you have a safeguarding concern or the child would benefit from others knowing. Ask their permission before doing so



## 5 SUPPORT

Create a group within the school that can socialise, share experiences or try new activities. Involve the children in creating the group and choosing activities which they are interested in

## 6 TRANSITION

Young carers will feel concerned about facing a transition and how the change will impact them. Include them in transition plans, talk to with any new adults and provide a safe space for the child to share their worries and concerns



## 7 YOUNG CARER FICTION

Contact Jenny at EHC for a list of books focused around caring, facts, fun experiments and resilience

## 8 NON-VERBAL CHECK-INS

Provide an opportunity for young carers to check in with a trusted adult at the beginning of each school day to express how they are feeling. They could write a message, use a colour or colour an image with words that expresses their mood

## 9 SHARE INFORMATION

Contact Jenny at EHC to discuss a Teams assembly where children can learn about caring, share witness that give children the words to discuss their caring role. Celebrate Young Carer Action Day on March 16th and display a poster from a young carer organisation





## WHAT IS A YOUNG CARER?



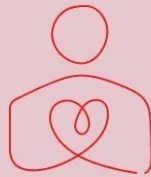
- **1 in 10 secondary school** children may be a young carer
- During the Coronavirus pandemic, **43%** of young carers are caring between **20-49 hours a week**, up to **7 hours a day**.

### WHO IS A YOUNG CARER

- Young carers are a diverse group of all ages and backgrounds and live in all areas in Scotland, anyone can become a young carer.
- **40%** of young carers have **not** told their school they are a young carer.



### WHAT IS A YOUNG CARER?



A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.

### WHAT WE OFFER YOUNG CARERS

- Weekly group meetings
- Individual support
- Day trips and residentials
- Advocacy support
- Schools awareness



### OUR NEW SCHOOLS SERVICE OFFERS

- School support, information and advice
- Awareness raising sessions with staff
- Assemblies and awareness raising classes with pupils

contact - [shona@nwcarers.org.uk](mailto:shona@nwcarers.org.uk)

### WHAT YOU CAN DO

If you think know someone who may be a young carer and needs support, you can make a referral to Capital Carers Young Carers Project, or if you want to ask any questions, just call or email us.



[www.nwcarers.org.uk](http://www.nwcarers.org.uk) -  
[shona@nwcarers.org.uk](mailto:shona@nwcarers.org.uk) - 07471 669 453



## Edinburgh Young Carers: How to support young carers during lockdown

**01**

Ways to help on  
down days

**02**

7 Ways to help  
with caring

**03**

How to support  
home learning

**04**

Mental Wellness  
for young carers

**05**

Mental Health  
resources

**06**

Mental Health  
resources

**07**

APPS that make  
a difference

**08**

Contact List



# WHAT IS A YOUNG CARER STATEMENT?



## IT IS CREATED WITH YOU AND FOR YOU!

A Young Carer statement is a plan available to all young carers under 18 years of age, and 18 years if still at school. It is created through conversations with the young carer and will give you time and space to think about how caring affects your life, and whether there are any supports that might help make things easier for you.

## WHAT WILL BE IN MY STATEMENT?

Your Young Carer Statement will include information you want to tell us about your caring role, how you feel about being a young carer, the things you enjoy about caring and the things you find difficult. Importantly, it will record the things you want to improve or work on (your outcomes), and the statement will include a plan of support to make this happen.



## HOW TO GET A YOUNG CARER STATEMENT

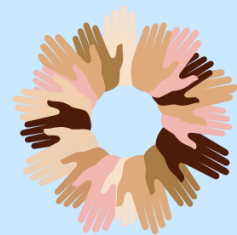


Your support worker will be in touch with you or your family to offer you a statement and plan a time for this to happen. If you are under 12 years old, we'll need to ask an adult at home if this is ok. Your worker might help you complete a statement over the phone, over video call or in person. It's not an interview so there will be activities and fun - just like a normal 1-1 session!

## MY RIGHTS!

You have a right to a Young Carer Statement, but it's your choice and you don't have to have one. If you do have one, you should make sure you understand the information it includes.

We will ask your permission to share your statement with other people who may be able to help you - you can say no if you don't want it shared.





Issue  
14  
Nov  
2020

# EDINBURGH YOUNG CARERS

YOUNG CARER COORDINATOR  
E-NEWSLETTER

## WHAT'S INSIDE

- A return to youth work!
- We Care Award Congratulations
- Focus on: Blended Learning
- Update on: Siblings Research Project
- Update: Awareness raising
- Widening Participation from the University of Edinburgh
- Update on: Edinburgh Napier University
- Have you received?
- Introduction to Happy Heids
- What does a Young Carer Coordinator Do?



### A RETURN TO YOUTH WORK!

BY MEL AITKEN, UNDER 12 DEVELOPMENT WORKER EYC

The Under 12s had an absolute ball on our October holiday outings to the Meadows play park and Saughton playpark! Our young carers enjoyed climbing, sliding, spinning, swinging and playing together again after such a long time apart! New friends were made and yummy hot chocolates consumed! A big thank you to all who took part - we are so happy to be back and can't wait to see everyone at our fortnightly groups!

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Registered charity No SCO 26270 Edinburgh Young Carers  
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Find us on:



## YOUNG CARERS SERVICES IN EDINBURGH

There are three young carer services in Edinburgh. We work together across the whole of Edinburgh and each service covers a different geographic area.

SPACE is responsible for South West Edinburgh including Pentlands and South West.

Capital Carers is responsible for North West Edinburgh including Almond, Forth, Inverleith and Western.

Edinburgh Young Carers is responsible for North East and South East Edinburgh Localities including Leith, City Centre, Craigmillar, Duddingston, Portobello, Craigmillar, South Central, Liberton and Gilmerton.





## Capital Carers Young Carers Project

# WELCOME to CCYCP!

We are really looking forward to getting to know you.



### Getting to know you

We will host small zoom groups for all our new young carers, before moving you on to our larger established groups. You can ask us questions, chat to other young carers and get to know about us too!



### Groups

In our groups, we focus on fun. We will send you arts and crafts activities and material so you can join in the fun and make things with us. Everyone gets everything you would need, so you are always able to join in. Sometimes we play games, and we will send you what you might need for those too.



### Other things we do

We are running school work groups while you are doing distance/blended learning. We will spend some time with you to help you understand your school work if you would like some extra support.

You will be offered some one to one chats with a member of staff, it is up to you if you want to do this or not. This is a space for you to talk about things you wouldn't want to share in a larger group.



#### Bigger groups

After a few weeks, when you join the bigger groups, you will receive any arts, crafts, and games material you may need to join in. The groups are limited in size, it is not the same as being in a big group at school. If you can't make the group, don't worry, we will hopefully see you the following week. These groups are a safe space for some fun and games!



#### How to contact us

**Schools -**  
shona@nwcarrers.org.uk  
**Young Carer Groups and Statements -**  
kirsty@nwcarrers.org.uk  
or ruth@nwcarrers.org.uk

Some young carers say that their caring role means they feel:

- Tired
- Worried
- No-one understands their situation
- Alone
- They don't get enough time with friends
- They have no time to relax
- Bullied
- There is not enough time for homework
- Frustrated
- They are not sure who to trust
- It is difficult to get to school on time
- It is hard to concentrate at school
- Stressed



Find out more about young carers

If you think you may be a young carer or you know someone who might be and would like more information then please contact us:

[yoinfo@nwoarers.org.uk](mailto:yoinfo@nwoarers.org.uk)

Young Carer Support Workers:  
Kirsty 07766131736  
Ruth 07760567741

Schools Project Worker:  
Shona 07471669453

Capital Carers Young Carers Project  
Prentice Centre  
1 Granton Mains Avenue  
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CAPITAL CARERS  
| EDINBURGH |

# YOUNG CARERS PROJECT



Are you a young carer or do you know someone who is?



### What is a young carer?

A young carer is anyone aged 5-18 years, who has practical and emotional caring responsibilities because someone in their family is disabled, elderly, has a long term illness, a mental health condition, developmental disorder or issues with substance misuse.

### What are some of the things a young carer might do?

Cleaning and laundry	Keeping someone company listening to worries	Looking after siblings	Helping with bills, interpreting, signing
Shopping	Supporting to wash, toilet, dress	Collecting prescriptions and giving medication	Cooking

### How we support young carers:

- Weekly groups** - an opportunity to meet other young carers and take part in activities together
- Individual support** - someone to talk to who will listen and provide support
- Day trips and residentials** - a chance to have a break from caring, visit new places and enjoy time with other young carers
- Young Carer Statements** - to help others understand the caring role and to create a plan of support
- Schools work** - raising awareness in schools to help identify and support young carers with their education and transitions to new schools
- Life skills** - an opportunity to learn skills to help with caring roles like first aid, healthy eating and fire safety
- Information and advice** - for families to get support from local agencies
- Advocacy support** - to help young carers have their say in decisions that affect them and their families

We know that young carers do not always think of themselves as carers but it is important that they are recognised and have access to the support they need. It is estimated that there are about 5,000 young carers in Edinburgh. Most of them are not recognised as carers and remain hidden. We would like to see them getting the support they need.

We are a voluntary service supporting young carer families.  
Find referral forms on our website:  
[www.capitalcarers.org.uk](http://www.capitalcarers.org.uk)