



Children, Young People and Families (Service Brief for Young Carers)

Brief 5

1.0 Introduction & Background

1.1 The Children and Young People (Scotland) Act 2014 and the policy driver Getting it Right for Every Child inform service development and delivery across the partnership in Fife to improve outcomes for children, young people and families in Fife. Central to this is a focus on children's rights within the context of the Children's Hearings Scotland Act 2011, the UN Convention on the Rights of the Child (UNCRC) and the requirement for public bodies to report back every 3 years on steps to embed key elements of children rights in practice.

1.2 The Carers (Scotland) Act 2016 ensures better and more consistent support for carers and young carers. The Local Authority is required to:

- provide support to carers based on carers identified need within local eligibility criteria
- prepare adult carer support plans (ACSP) and young carer statements (YCS) to identify needs and personal outcomes
- provide information and advice services for carers to help with a range of needs including emergency and future care, advocacy, income maximisation and carers rights
- consider whether support should be provided in the form of planned breaks

1.3 The Fife Getting It Right for Young Carers strategy 2018-21 is informed by consultation with young carers in order to respond to need and support young carers within the context of the Getting it Right in Fife Framework (GIRIFF). This places emphasis on support and awareness raising within universal services, as well as more targeted support across additional and intensive services.

1.4 The 2016 Act defines a young carer as 'anyone under the age of 18 years, or who is 18 years and still attending school, who provides or is intending to provide care'. Young carers circumstances will vary and may involve children and young people looking after or supporting someone in their family affected by illness, a disability, mental ill-health or substance use. Young carers can be involved in practical and/or emotional caring responsibilities which would normally be expected of an adult. Caring responsibilities will vary depending on unique circumstances and the family unit for example young carers may be involved in looking after their younger siblings due to their parent/s health needs.

1.5 The Getting It Right Young Carers strategy sets out outcomes which have been influenced by young carers feedback on their lived experience. These are:

- Sharing responsibility-young carers if they wish will have access to appropriate support and information to allow them to continue in their caring role
- Making Connections-young carers will be able to access activities important to them, connect with other young people and develop friendships and relationships
- Balancing my time-young carers will have support to balance their caring role and time for themselves, including breaks from caring responsibilities-based assessment of needs and choice
- Being involved- young carers will have access to high quality information about their caring role and the person they care for and be valued as an expert in this role
- Emotional wellbeing- young carers will have access to the right support to help the emotional aspects of a caring role, building resilience

1.6 A range of service developments have taken place to contribute to outcomes for adult and young carers including commissioning services across both Education & Children Services and the Health & Social Care Partnership. Central funding from the Scottish Government has contributed significantly towards service development in Fife to improve personal outcomes for both the Adult and Young Carers.

1.7 The current Young Carer strategy has been developed considering a strategic needs assessment and analysis of data alongside an action plan. This is reviewed by the young carer's strategy group responsible for monitoring and evaluation of the impact of services including oversight of Young Carers Statements in Fife. Work has been undertaken within Education as a universal service to support awareness raising of young carers through the development of Young Carers Champions in Schools. This approach is aimed at developing a non-stigmatising approach to identification of need and early and proportionate support for young carers.

1.8 The Plan for Fife and the Children's Services Partnership Plan (2017-20) set out partnership objectives and priorities for improvement and implicit within this is ensuring the partnership is agile and responsive to the needs of young carers meeting statutory obligations. The Children's Services Partnership agile action plan (2020-21) re-confirms priorities of:

- **Safety** – by working together we will protect our children and young people
- **Wellbeing** – by working together we will support and promote the health and wellbeing our children and young people
- **Opportunity**-by working together we will improve the life chances of our children and young people
- **Poverty** -by working together we will mitigate the impact of poverty on Fife families

1.9. Education & Children's Services and specifically the Children & Families Social Work Service has a key responsibility for improving outcomes for Fife's most vulnerable children and families. Objectives for phase 3 of the Children and Family Strategy 'Belonging to Fife' include:

- The voice of children and young people must be at the heart of practice, supported by a right to live within their families and community

- Shifting the profile of care away from high cost placements towards better support for children and young people at home or wider family
- Better alignment of services for all including care experienced children, providing a 'scaffolding' of support around needs
- Services need to be agile, responsive, family focused and community facing
- Support to all children but with a priority for those in most need due to risk and adversity to prevent the possibility of family breakdown and need for formal care.

1.10. The Children & Family Strategy is informed by the recommendations within the Independent Care Review and the importance on help and support being readily and locally available; maintaining connections within the family and wider networks; focusing on relationships; building resilience within families and communities.

1.11 The Young Carers Strategy is aimed at building capacity for young carers and their families through a preventative model focusing on early identification of need at a universal level. The Child Wellbeing Pathway process promotes single and multi-agency assessment, for children and young people considering a range of needs including those of young carers. For some children and young people this may involve a multi-agency child's plan.

1.12. The contribution of the Third sector in achieving these objectives is important alongside a requirement for review and system redesign across current delivery models. The independent review of Third sector services in 2019 provided recommendations which have been considered within wider strategic re-commissioning plans for E&CS to achieve the above priorities.

2.0 Service Model

2.1 The service model should be cognisant of legislation, policy, evidence and research based on improving outcomes and minimising the impact for children and young people defined as a young carer. The intention is that the delivery model and interventions will improve outcomes for young carers.

2.2 This service is focused on support for a child or young person who is undertaking caring responsibilities which impact on their wellbeing and could lead to increased vulnerability or disadvantage.

2.3 The components of the services delivery model should include:

- a person centred, relationship-based approach to identify and respond to wellbeing needs and risks
- adaptive model available including at evenings and weekends as standard normal office hours including advice line offering support and information
- available at times of crisis
- available throughout the year, including during school holidays
- evidence-based interventions including direct support
- a range of short break opportunities informed by children and young people
- group work opportunities informed by young people
- campaigning and awareness raising activities across the partnership and in communities

- a single point of contact to children and young people
- practical support within the home and assisting with access to other relevant services
- supports engagement with key services including education, health, social work, training and employment
- income maximisation advice and signposting
- increases service capacity through a volunteer workforce
- develops peer support networks
- ability to influence at a local and strategic level raising the profile of young carers, meeting statutory requirements
- delivers training to key groups of professionals
- develops material based on good practice nationally and disseminates across the partnership

3.0 Outcomes

3.1 To deliver this brief the service will require an outcomes/performance framework with tools to evidence the progress of children and young people based on the impact of interventions. The outcomes for this service are split into two distinct groups based on support for children and young people and priorities within the young carer's strategy.

Outcomes for Children and Young People

- Improvement in young carers' wellbeing (wellbeing indicators)
- Improvement in young carers' engagement and access to services
- Improvement in young carers' home environment
- Improvement in young carers' rights and opportunities

Outcomes for Service Improvement

- Improvement in awareness of young carers' statutory rights across the children services partnership
- Improvement in the number of Young Carers Statements
- Improvement in outcomes achieved within Young Carers Statements
- Improvement in data and performance management to ensure all required management information is readily available and reported in a timely manner as required (and amended) by Scottish Government.

4.0 Eligibility of Service Users

4.1 The service will be provided to young carers throughout Fife within the features outlined in section **2.0**

4.2 It is anticipated that the service will provide a breakdown of number of children and young people supported based on the model of delivery for example 500-600 one to one sessions and number of group work sessions per year. The exact number will be monitored and managed through performance reporting in the Service Level Agreement

The model of delivery will inform the number of service recipients within the budget envelope

5.0 Networking and Communication

5.1 Collaborative working to improve outcomes is a key requirement and the service should have a proven track record of working effectively on a multi-agency basis building strong relationships with a range of statutory and non-statutory services

5.2 The service should be visible and have a community presence across the 7 localities in Fife, contributing to local networks, sharing good practice and influencing service delivery and development both at a local and strategic level.

5.3 The service should provide detailed information on the service model and interventions raising awareness of provision and the ability to work in a flexible and agile way.

6.0 Continuity of Care

6.1 The service provider will be expected to provide consistency of staffing both in levels and personnel for young carers, particularly through periods of absence, sickness and holidays. The service will share their organisation's comprehensive recruitment, induction and workforce development programme for staff members of this service. This should evidence capacity building with the staff team to use effective evidenced based interventions for the specified groups.

7.0 Risk Management

7.1 For each service user, identify all situations which involve elements of risk to themselves or others, and evidence the planned response which attempts to reduce and control the risk/s.

7.2 To manage risks effectively the service must have policies and procedures on the following:

- Operational policy reflecting equalities legislation
- Staff absence and management policy
Recruitment policies and procedures
- Procedure for lone working and working in service users' homes;
- Use of Volunteers
- Risk assessment and management
- Dealing with accident and incidents
- Handling challenging behaviour
- Protection of vulnerable groups including both an Adult and Child Protection policy
- Confidentiality policy
- Training and staff development
- Job descriptions and details of duties
- References and enhanced disclosure check for staff

- Procedures for the supervision, appraisal and disciplinary of staff
- Whistleblowing Policy

8.0 Recording and Monitoring

8.1 The service must have a record management system in place compliant with Data Protection guidelines with a workforce who are knowledgeable and competent to record accurately in respect to direct contact and reports for all groups.

8.2 Information regarding the overall service provided may be requested by Fife Council at any time for example, how many hours have been worked, the type of contact that took place, the work involved, changes to service plans/interventions, complaints, successful/unsuccessful outcomes and the reasons for these.

8.3 Records kept should ensure that information on the outcomes for the service can be collected for evaluation and analytical purposes

8.4 An Agreement Monitoring Meeting will be held every quarter and a report submitted to the meeting by the service.

8.5 The grant will be monitored via Fife Councils Monitoring and Evaluation Framework, a Link Officer will be appointed to work closely with the service. The Link Worker will be supported by the Social Work Service Monitoring Officer

9.0 Service support and development

9.1 Fife Council will identify an appropriate officer to link with the service provider in relation to ongoing support and development of provision.

10.0 Complaints Procedure

For each quarterly Agreement Monitoring Meeting the service provider must provide a report detailing the following information:

- The number of complaints the service provider has had during the previous quarter, by type of complaint
- The number of complaints in respect of service provision funded by Fife Council
- The outcome of the service providers investigation
- The number of complaints which were upheld and details on complainants who were satisfied/unsatisfied with the outcome
- General changes to the service providers policies and procedures as a result of complaints and progress with implementing any changes
- The service provider will be required to co-operate in any investigation of a complaint as requested by Fife Council and to remedy any concerns that Fife Council has regarding the provision of the service

11.0 Fife Council Education & Children Services has set a 2021/2022 budget for this service at between £ 130,000- £150,000