

## **Factsheet YC1**

### **About Young Carers Support**

We support Young Carers aged between 8 and 18 and their families. Young Carers are children and young people who help care for family members who may be ill, have a physical or learning disability, mental health problems or problematic use of drugs or alcohol.

Our aim is to:

- Reduce inappropriate caring role for children and young people by ensuring the needs of the whole family are assessed and supported.
- Enable young carers to access the same social and educational opportunities as others their age.
- Encourage young carers to self identify and understand their roles as carers.
- Raise the profile of young carers within the wider community.

To achieve this we will work with the whole family recognising strengths as well as difficulties. With you, we aim to ensure that the young person's life is not unnecessarily restricted due to their caring role. We will seek to address any barriers to opportunities, and support the young person to access educational and social activities with their peers.

#### **How**

A Young Carers Support Advisor will contact you to arrange a home visit and answer any questions about our service you may have. At that visit they will talk to parents, other relevant family members and the young carer about the caring jobs they do and the impact of this on the young person. They will work with you to agree changes that you as a family wish to make and support you to make those changes. It may be that the young carer would like to go on a residential trip but are concerned about how you will manage without them, or that they would like to meet other young people with a caring role? Every family is different so whatever it is for you we aim to work with you to agree a plan, that is sensitive to your family needs and then together we will work on that plan.

If the agreed plan needs other services to make it work, we will talk to you about who are the best people to help and we may suggest a referral to the Targeted Advice Service for young carers and or a Team around the Family meeting. Throughout the process you will have choice and control and we will only make referrals with your knowledge and consent unless there is a real concern for the safety of a child or vulnerable adult.

## **When**

If you have not been in contact with ourselves or Targeted Advice Service before we will aim to contact you within 3 days of receiving a referral and arrange a visit within 10 days. If we are not able to do this we will contact you to explain why and will give you a time scale that we will visit.

If you have been in contact with our service before or have been referred from Targeted Advice Service we will contact you in 3 days and agree an appropriate time for us to visit.

## **Where**

The initial visit will usually be at your home but can be at an alternative agreed venue if you prefer. Subsequent support will be as agreed and may include:

- Telephone support to provide additional information and advice
- Referrals to other community and voluntary agencies at your request.
- Meetings with other professionals involved with the family or who could offer support.
- Home visits to work on things the young carer has identified they would like support with.
- Visits to activities in the community including young carers groups
- Access to trips and activities for young carers funded by Carers in Hertfordshire.
- The opportunity to have a say in the services that affect the young carer and their family.
- Support with major transitions such as moving to secondary school, 6<sup>th</sup> form, college or university including help to access open days.