



# **Appendix A**

## **Service Specification**

**CS/2016/DSSYC**  
**Derbyshire Support Service for Young Carers and**  
**their Families**

# Specification

<b>Funding Available</b>	Total per annum = £160,000; comprising £115,000 per annum from Derbyshire County Council Children's Services and £45,000 for the Better care Fund
<b>Duration of Contract</b>	The contract will be for 3 years with the option to extend for up to a maximum of one and one further years (maximum total 5 years), unless terminated earlier under the Conditions of the Contract.

## 1. SUPPORT SERVICE FOR YOUNG CARERS AND THEIR FAMILIES

Derbyshire Children's Trust is inviting applications from organisations who wish to provide targeted services for children and young people under the age of 18 years providing on a regular basis physical or emotional care roles to parents, siblings or other close relatives. We are seeking an organisation(s) that can provide a supportive service for young carers across Derbyshire (excluding Derby City).

We have high aspirations for our young people and are seeking a high quality service to be provided. Our consultation with young carers and their families leads us to emphasise the following points:

- We want to reduce the volume of inappropriate caring children and young people undertake
- We want to improve young carers lifelong outcomes by increasing the volume of time young carers commit to school/college, homework, hobbies, training and apprenticeships
- We want to improve the emotional wellbeing of Derbyshire young carers and for them to feel 'safe' in their caring role and parental delegated responsibilities
- We want each young carer to have a safety plan and the support of knowing who and how to make contact with relevant personnel and family members when additional help or advice is required
- We want young carers to benefit from advocacy both within their family unit and with external agencies
- We want to see a flexible response to meeting young carers needs achieved through strong partnership working utilising a "think family" perspective and service approach
- We want relevant agencies and personnel to be aware of each young carer: enabling them to offer appropriate support within their professional

remit and to share information and communicate effectively in order to meet the needs of young carers in an efficient and holistic manner.

- We want additional young carer resource attracting through local and national charitable and business giving.
- We want young carers to be provided with fun opportunities, and also some whole family fun times
- We want young carers who chose to continue in a caring role to transition into adult social care in an informed, effective and timely manner

## **2. WHO IS THE SERVICE FOR**

Young carers as defined by the Children and Families Act 2014: "...a person under 18 who provides, or intends to provide, care for another person (of any age, except where there is care provided for payment pursuant to a contract or as voluntary work)"

## **3. GEOGRAPHICAL LOCATION OF THE SERVICE**

- 3.1 To provide services across the whole county of Derbyshire, (excluding Derby City).
- 3.2 Service delivery location: To deliver services in customers' homes, and buildings suitable for group work or one to one sessions and public 'fun' spaces
- 3.3 The service should be configured to ensure close contact with locality based Children's Services structures and the voluntary, community and independent sector.

**Consideration will be given to a consortium bid.**

## **4. COST/PRICE**

£1,000 per young carer per annum

## **5. AIMS OF THE SERVICE**

- 5.1 To ensure each young carer is in receipt of a quality Early Help Assessment (EHA)
- 5.2 To improve the overall quality of each young carers life

- 5.3 To attract support from social care, health and education through advocacy for both individual young carers and sub groups within the term young carers e.g. those caring for relatives with mental health needs.
- 5.4 To attract relevant resources to individual family members to reduce the overall volume of care required from the young carer and the removal of inappropriate personal care tasks
- 5.5 To mediate and advocate for young carers within their family to ensure the young carers voice and needs are heard amongst competing needs and perspectives.
- 5.6 To promote respect for young carers by encouraging agencies to recognise that a young carer is a Carer irrespective of age, and should be included in care planning within the confines of confidentiality.
- 5.7 To provide group activities enabling young carers to meet other young carers
- 5.8 To facilitate whole family activities both as individual families, or as larger scale events for groups of young carer families.
- 5.9 To work in close partnership with other organisations to best meet the needs of and deliver holistic services to young carers and their families.
- 5.10 To support the council to effectively deliver its duties as defined in the Children and Families Act 2014 and Care Act 2014
- 5.11 As appropriate seek to engage the young carer/family in:
- statutory universal and targeted services delivered in the community
  - school/education support
  - supportive extended family and local community groups
- that can support beyond the remit of the dedicated Young Carer Service
- 5.12 Promote young carers health by encouraging each family to acknowledge with the family GP the presence and role of each young carer
- 5.13 To institute and operate a system that makes contact at age 17 with those closed young carers likely to assume an adult caring role by virtue of the condition that prompted their care as a child or younger adult.
- 5.14 To conduct a telephone interview with these families at key transition stages ie education transition points and moving into adulthood.
- 5.15 To institute a system with Adult Social Care to assess the needs of eligible young carers aged 17 within the spirit of the Care Act.

- 5.16 To provide representation to the Derbyshire Young Carers Steering Group (yet to be established) and to locality based Early Help partnership groups.

## **6. PRIORITY CUSTOMERS**

- Young carers delivering care to the detriment of their own health and wellbeing
- Young carers in single parent households, or caring for multiple siblings
- Young carers undertaking between 15 hours upward of practical or emotional care. Derbyshire estimates in this group of young carers at any time it has between 130 (national census) to 400 (LYPSE Study)
- Transitions – children and young people moving from primary school to secondary school and young people moving into adulthood.
- Young people moving towards choosing GCSE options, A Level or college options.

## **7. HEADLINE OUTCOMES**

- To reduce the total volume of care undertaken by young carers.
- To reduce inappropriate personal care undertaken by young carers
- To increase positive lifelong chances by promoting the engagement young carers in education and training.
- Young people and their families are engaged in the planning, delivery and evaluation of service.

## **8. DETAILED OUTCOME BAR HEADLINES**

### **8.1 Young Carer Outcomes**

- Volume of care delivered by each young carer is reduced
- Improved and increased engagement by young carer in education and development opportunities
- Improved young carer self-confidence and social integration
- Improved young carer health outcomes
- Young carers hope and aspirations for their future rise
- The young carer perceives family functioning to have improved

### **8.2 Cared For/Family Outcomes**

- Families access into relevant assessments and services increases (e.g. welfare benefits, personal care budget, carers assessment under Care

Act 2014, PA support for young people at options time, services to address adult needs, housing and OT options)

- Diversity of practical help and support attracted to the family
- Take up of relevant services by adult e.g. domestic abuse, substance misuse, mental health services
- Family functioning and wellbeing is perceived by family members to have improved
- Increased parental/adult interest and engagement in young person's education access and achievements
- Increase in aspirations held by parents for the young carers adult life

## **9. QUALITY STANDARDS**

- 9.1 To ensure all Young Carers are contacted within 10 working days of referral.
- 9.2 To provide induction, regular high quality supervision, training and support to family buddies.
- 9.3 To ensure young people are aware of their rights to complain. To have a complaints process available and to support young people through the process on request.
- 9.4 To ensure appropriate explanatory material describing the service is available to referring agencies and customers

## **10. MANAGEMENT AND STAFFING**

- 10.1 The staff employed will have the right personal attributes and skills to work with children and young people.
- 10.2 The lead service provider shall maintain a record of the recruitment and vetting checks which have been carried out on those working (including as volunteers) for the service which includes:
  - identity checks;
  - enhanced DBS checks, including the level of the Disclosure, the unique reference number, and the outcome of the check including whether the individual is barred (in line with eligibility to obtain such checks)
  - checks to confirm qualifications which are a requirement and those that are considered to be relevant;
  - at least two references, preferably one from a current employer and, where possible, a statement from each referee as to their

opinion of the person's suitability to work with children and young people;

- checks to confirm the right to work in the UK; and
- where the person has lived outside of the UK, further checks as are considered appropriate where obtaining an enhanced DBS check is not sufficient to establish suitability to work with children and young people.

10.1 The employer shall operate sound employment practices and provide supervision and support for the person in charge for staff and for volunteers.

10.2 All staff and volunteers shall be properly managed, supported and understand to whom they are accountable.

10.3 Staff will have access to essential training provided either by the council, the employer or other means (ie CSE and Safeguarding training)

10.4 The following policies and procedures are in place and made known to all staff and volunteers:

- Safeguarding
- Child Sexual Exploitation
- Whistleblowing

10.5 Staff and volunteers are made aware that they have a clear duty to report to an appropriate authority any circumstances or occurrence which they consider likely to significantly harm the safety, rights or welfare of children and young people receiving the service.

## **11. MONITORING AND EVALUATION**

### **11.1 At the end of the financial year**

- i) The Equality Impact Assessment report card
- ii) An end of year text summary of volume of work undertaken and outcomes  
Flexibility will be given in volume target against large families of three or more children.

### **11.2 At 3 monthly intervals**

- A summary of the outcomes bar chart
- Record of volume assessed as potentially Section 17
- Numbers referred into local authority for Section 17 assessment
- Number assessed by the Local Authority as:

- Section 17
- Section 47
- Number of cared for adults referred to Adult Care
- Whether an ongoing service, beyond assessment, was provided by Adult Care. (Yes/No)
- Sample case audits undertaken by DCC commissioning officer of Early Help Assessments and responsive activity to address unmet need.
- Number of young carer group sessions and list of topics addressed
- Number of 'fun times'
- Record of added value attracted to contract. In kind to be recorded as in kind, but translated into a monitoring value.

### **11.3 At monthly intervals**

- Individual evaluation of each young person that has left the service to determine the specific outcomes achieved with them.
- Audit of referral volumes, source and the profile towards the target of 160 young carer families per annum
- Flexibility will be given in volume target against large families of three or more children.

### **11.4 Forward Look output**

To maintain a forward look database of high volume young carers or young carers of conditions that will create escalating care need. To conduct a telephone interview with these families at key transition stages i.e. education transition points and moving into adulthood.

### **11.5 Evaluation**

The service will need to submit an annual report outlining outputs and outcomes and including the views of young people.

## **12. Social Value**

A targeted support service brings experience, knowledge and skills relevant to the needs of young carers and is well-placed to advocate/campaign on their behalf. In addition, it is able to raise additional funding which can provide 'extras' for young carers and their families. A service that provides exclusively for young carers can provide dedicated services including groupwork and peer support, promote self-help and recruit volunteers. It is well-placed to undertake consultation, promote user participation and provide a contribution to quality assurance processes.

In considering the award of this contract work will be undertaken with the successful supplier during the lifetime of the contract where appropriate to capture and deliver social value initiatives.



## Background Information/Summary of Needs Assessment/Data and Data Projections

### Information and Analysis

#### Definitions

Section 96 of the Children and Families Act 2014 defines a young carer as;  
*“...a person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work).”*

The definition of care includes providing practical or emotional support to another person.

#### Duties

Local authorities' duties are set out in the Children and Families Act 2014 and the Care Act 2014 which should work in conjunction to provide a whole family approach and improve support for adults and young carers.

Local authorities are required to identify the extent to which there are young carers in their area with support needs; the right to an assessment applies to all young carers under the age of 18 years regardless of whom they care for, the type of care provided or the frequency of care.

The local authority must take “reasonable steps” to identify “the extent to which” there are young carers in their area with needs requiring support. On identifying a young carer, the local authority is required to actively offer a needs assessment. The assessment must take account of the wishes of the young carer to participate in education, training or work and to engage in recreation. It must include a statement as to whether the local authority considers the young carer to be a “Child in Need” as defined under Section 17 of the Children Act 1989. In addition, effective transition arrangements for a young carer approaching adulthood are required between Children’s Services and Adult Care.

Derbyshire County Council has commissioned a service for young carers since 1996. The Young Carer Support Services contract has been updated in the light of the new duties and extended until the end of March 2017.

The contract requires services to be provided to a minimum of 160 young carers per annum and prioritises those who are:

- experiencing a substantial negative impact as a result of caring;
- undertaking 15 hours or more of practical support or emotional care;
- in transition – from primary to secondary school and young people moving into adulthood;
- approaching choosing GCSE/Key stage 4 options, sixth form/A-Level or college options.

Services provided under this contract have been informed by feedback and consultation with young carers and their families' and include:

- information for families including, health and safety, medical conditions, welfare benefits and complaints procedures;
- liaison with other agencies, including schools, on behalf of young carers and their families;
- one-to-one support;
- group activities that promote peer support;
- opportunities for volunteering;
- activities and events to enable young carers and their families to have fun together;
- facilitating access to community social activities;
- engaging young carers and their families in the planning, delivery and evaluation of the service/participation
- supporting effective transition into appropriate adult services.

Many young carers have emphasised how important it is to them to have a service that is exclusively focused on their needs as young carers.

### Identifying Young Carers

The Council must have reliable information on the numbers of young carers; ensure that their needs are assessed and that services that support identified needs are provided.

Based on national studies, it is estimated that there may be up to 1,650 young carers in Derbyshire aged between 5 – 18 years. Of these, at any given time there could be as many as:

- 500 contributing 5 – 15 hours of care per week;
- 120 contributing 15 – 30 hours of care per week;
- 50 contributing over 30 hours of care per week.

Whilst many young carers will be known to universal services such as schools and GPs and others will be known to children's services such as Multi-Agency Teams and social care, this does not mean that they have been assessed as a young carer, or that they are in receipt of support as a young carer. At present, current information systems are unable to report accurately how many young carers are known and which have had their needs assessed, however, it is clear that the available data on numbers of young carers falls short of the estimated prevalence rate. It is important that both the quality of available data is improved and the perceived performance gap is addressed.

### A Derbyshire Young Carers Steering Group

In order to provide leadership and oversight of the identification of, services to, and outcomes for young carers it is proposed that the Council facilitates a Derbyshire Young Carer's Steering Group.

In addition to ensuring there is reliable information on the numbers of young carers; that their needs are assessed and that services that support identified needs are provided, the Steering Group will support better communication, information sharing and joint working across universal, targeted and specialist services and between children and adult services.

The Derbyshire County Council Youth Council will have representation on the steering group to improve identification and support of young carers amongst their peers in local schools and communities.

### Derbyshire young carers 2015-2016

Table 1: Ages of Derbyshire Young Carers supported between April 15-March 16

Age	Numbers of young carers
0-4	1
5-9	25
10-15	122
16-17	23
18+	5

Table 2: Gender of Derbyshire Young Carers supported between April 15-March 16

Gender	Number of young carers
Male	58
Female	118