

## BACKGROUND

### Terms of Reference

A focussed service user feedback exercise undertaken by the NY Voice Young Inspectors Programme, reviewing provision of young carers services for North Yorkshire Children & Young People's Service (CYPS).

**Summary** This report collates the information gathered by the young inspector's inspection of North Yorkshire County Council's young carer providers during the period of March to September 2020. This report is a direct narrative from service users and young inspector's observations during this inspection process, it summarises sections representing the four different young carer providers across North Yorkshire. These four providers are, ***Hambleton and Richmondshire Carers Centre, Scarborough and Ryedale Carers Resource, Harrogate and Craven Carers Resource and Action for Children.***

## Introduction

The Young inspectors group were tasked to conduct a holistic review of the young carer's providers across North Yorkshire. This began in March 2020 with one single face to face inspection of a young carer 'chill out' session in Colburn, Richmondshire. The day after this inspection the Covid19 lockdown came in to place and a revised method of inspection was required. The group adjusted their inspection remit and were able to expand their methods of inspection, looking at each provider's website accessibility and front facing information, conducting virtual interviews and activity sessions with young people and young carer staff teams through skype and zoom interactions. Finally developing online surveys for parents and guardians. Within this review, the young inspectors looked at how appropriate and young person friendly each of these providers were and what they offered for young carers in their area of North Yorkshire.

Each aspect was measured, and findings collated, under ***'What is working well', 'What are the challenges' and 'What can be improved'***

This report summarises the young inspector's findings for each provider, looking at their strengths, challenges and giving recommendations from a young person's perspective.

Providers are asked to act upon these recommendations (*where appropriate and within the means of the service*) and report back to the young inspectors to confirm completion of said recommendations.



# Scarborough & Ryedale Carers Resource

## What is working well?

Young Inspectors felt that this was a young person focused service.



"They're always going above and beyond to help me."

"They made me feel less worried about being a carer"

"Most young carers said they were involved in the decision making and planning their own support."

"It felt like the young carers and their families were included in creating the services aims"

"So easy to use and if you were looking for something specific you wouldn't have much trouble finding it from what we could tell"

## Young Carers Zone

"Clear connection between Young Carers Service and Adult Carers section so this would hopefully reassure them that when they turned 18, they would still receive support and how to get this."

"The word zone is used throughout the site and we liked this word as seemed a down to earth word that also suggests a chill zone which is perfect when focused on young people."

Young Inspectors were impressed with the website; commenting that it was clearly colour labelled and easy to find your way around and again clearly focused around the young carers.

Amazing range of activities, trips, and brilliant online virtual support during the 'lock down' period.

"The leaders seemed to have a good connection with each other and the young people"

"The online sessions seemed very open and relaxed to the point people could be themselves and even act a little silly."

"Most young carers said that they were involved in helping to plan sessions and pick activities. They all felt very involved and engaged in the session."

"She absolutely loves it. She looks forward to every session and feels part of a community"





## What are the challenges?

Double check young people are still receiving the support they require.

“One young person commented that they would now like 1to1 support but had only been involved in group support so far.”

“Check that people are getting the option to direct and help coordinate their own support and activities they receive. As there was a few individuals saying, they didn’t have much involvement in planning their own support”



## How can things be improved?

### Website

- The website was great and brand new. Ensure it is kept up to date and reviewed regularly.

**Recommendation: Provider to ensure website is kept up to date and reviewed regularly to ensure new activities and themes are uploaded. Ensure the website does not become dormant.**

### Young Person Feedback

- Make sure all young people are offered the same access to support and that cases are reviewed regularly to see if the support needs to be changed.

**Recommendation: Provider to respond to young inspectors with the processes in place for case reviews and how young people are given the choice about the support they receive.**

### Parent/Guardian Feedback

- Ensure regular contact with parents and guardians continues.

**Recommendation: Provider to look at other creative ways to include parents/guardians in service developments – regular feedback and communication processes.**

**Service feedback and implementation plans**  
***(Please complete and evidence in a few lines and include pictures/attachments on changes to the service since the inspection)***

# feedback

Informative

“The young people described the service and staff as positive, caring and brilliant.”

Very Helpful

Amazing

“She loves the service; she even says the support workers are just like an extended family... She realises she’s not on her own by meeting other children that are just like her and has formed friendships with them.”

Caring

What young carers and their families think of their young carer’s service...

“All twenty-six parents/guardians who took part in our survey commented that they were contacted quickly after referral and seen within five days after.”

Good

Lovely

“They have been so supportive; we are all healing internally more and more. I am becoming stronger and my son feels like he has a voice now.”

“I think you helped all of us, it helps my dad to still go to work and not worry about me or mum”

“They made me feel less worried”



## Young Carers Service – Countywide Covid19 response

### What is working well?

**100% of young carers interviewed reported feeling supported by their local young carers' service during lockdown.**

**100**

We got good stuff to do sent in the mail. This was a really nice distraction. Good to receive mail with your name on too and enjoyable doing the activities sent.

Really creative ways of doing things. We did online bake offs, art workshops and rap. It was really good!

I have really struggled during lockdown. But the service kept in contact with me all the time and we did lots of mentoring via WhatsApp.



I feel like I have had more support than before during lockdown. As we would talk more regularly via WhatsApp and do even more on Zoom.

Doing young carers sessions online makes it more relaxed for me. The workers have had to enter our world, ha!

We have done lots of sessions on Zoom. We cooked pizzas together and came up with a lockdown rap.

**Services have become more creative and have engaged with young people in a variety of ways, using social media and online platforms to ensure support is continued.**

**Continued 1 to 1 support and mentoring was a big positive for young carers. With a number commenting how important it was that, this was able to continue via a variety of methods.**

“Social distanced walk in mentoring sessions have been offered during this Covid period. This has made a big difference to me to have the continued 1 to 1 support.”

Mentoring via things like WhatsApp groups and video chat was really helpful.

Received more contact and mentoring online than I have ever did in person, which is great.

## What are the challenges?

2 young carers interviewed mentioned it had been hard to continue their caring role as it would have been 'pre-lockdown'.

Don't see granddad as much. I have been worrying that we can't control what he is eating and how he is coping. Want to spend more time with him but can't.

I have struggled with my mental health during lockdown as I am always worried about my family who I haven't been able to see and look after.

I MISS YOU

**NO  
EXIT**

We have got a full house and we're on top of each other all the time. Don't feel like I ever stop caring. Need to get out!

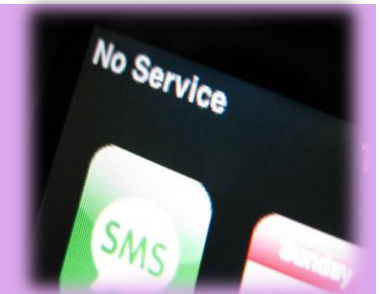
School work has been really hard to do due my caring roles and being at home all of the time, but I'm coping.

Young carers have found it difficult not having a physical break away from their caring role or time away from the house.

Young carers with limited phone signal, internet access or technology, have found it harder to cope and receive support.

There has been lots of support offered but it's been really hard to get support over the phone or join any sessions as I can't always access them on my phone.

Offered online youth groups but my internet isn't very good and it's hard to join them





*How can things be improved?*

**feedback**

**“Good support in lockdown.  
Got lots of recipes and a  
recipe book to bake with. So  
can involve younger brother  
who is too young for the  
group.”**

**“The service did care boxes  
which was a fun thing to do”**

**I took part in 2 online escape  
rooms which was really  
good!”**

**“Met up socially  
distanced. Helped a  
lot!”**

***The offer from all of the young carer’s providers seems to be different and varies depending on area.***

- Scarborough Cares Resource have delivered weekly Zoom chill out sessions, which has seen excellent attendance from over 20 young people at a time. This has included activities such as cooking, mindfulness and art workshops.
- Richmondshire & Hambleton Carers Centre have developed sessions and pack to send out to their young carers which have included recipes for cooking and baking.
- Harrogate Carers Resource have continued 1 to 1 mentoring support and socially distanced meet ups.
- Action for Children were limited in their replies and were unable to offer any direct feedback from their young carers.

***With so much creative and innovative work taking place, sharing this practise and also implementing other provider’s good practice could support all services to ensure more of their young people are being contacted and supported in a variety of ways and leading to a more consistent approach across the County.***