

# Carers Trust About Time Grant Programmes

**Programme Evaluation Overview  
2013–2017**



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# Acknowledgements

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Authors: Janice Needham and Ann Sanders, independent evaluators.

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Carers Trust  
32–36 Loman Street  
London SE1 0EH

Tel: 0300 772 9600  
Email: [info@carers.org](mailto:info@carers.org)

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# Executive summary

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This report provides an overview of the evaluation of Carers Trust's Time for Change and Take Action and Support grant programmes, from February 2015 to October 2017. Both programmes delivered funding to Carers Trust Network Partners supporting young adult carers. These programmes were part of the wider About Time programme, made possible by funding from The Co-operative Charity of The Year in 2013.

## Programme design and reach

Around 7,200 young adult carers have benefited from 114 projects delivered by Network Partners, exceeding the original target of 6,200 young adult carers. Programmes provided support to significant numbers of young adult carers for the first time, with just over half of the young people participating being new to Network Partners. Projects have been successful in reaching a representative group of young adult carers and there was a good geographic spread of projects across the UK.

The programme design involved young adult carers and Network Partners, ensuring programmes reflected the specific needs of young adult carers across the UK throughout the entire funding period. Young adult carers have made a significant contribution at a programme and project level, both steering activities and participating in delivery. This has contributed to appropriately targeted projects, increased learning and capacity of Network Partners, strategic level influencing and improved personal outcomes for young adult carers.

Network Partners have a unique role in supporting the needs of young adult carers. Through the About Time grant programmes, they have developed a flexible response to the needs of young adult carers, including individual support, group activities and access to small grants for individuals, alongside the development of partnerships. Network Partners have consistently designed their services to meet the needs articulated by young adult carers. The funding has enabled Network Partners to explore the best model and combination of interventions for the needs of their particular target group and operating context.

Carers Trust has enabled Network Partners to deliver effective projects by being flexible about delivery approaches and providing good quality support, information and training. The range of services offered has also been influenced by other factors, such as the catchment area for the project, whether settings are rural or urban, the extent of opportunities for collaborative working in the local area and Network Partners' prior experience of working with young adult carers.

## Outcomes for young adult carers

Overall, 73% of those young adult carers participating in the Time for Change programme (and with data) had improved outcomes. There is evidence from the Take Action and Support programme of reduced numbers of young adult carers not in education, employment or training (NEET) by the end of their funded interventions.

Effective one-to-one working, although resource-intensive, has been the cornerstone of achieving outcomes for young adult carers, enabling Network Partners to identify specific needs and appropriate responses. Tailored support in the form of small grants has also proven effective in combination with other support and when offered at the right times.

Group activities, workshops and training activities have contributed to building resilience through increasing confidence, reducing isolation and developing support networks and friendships. Such activities have also increased skills, contributing to improved life chances and outcomes in education, employment or training.

Factors that have contributed to achieving these outcomes are:

- Programme design, enabling a flexible response and a range of interventions.
- Partnerships that have increased referrals to Network Partners and enabled wider access to specialist expertise and services for young adult carers.
- Involvement of young adult carers in delivery, planning and external roles, which has contributed to outcomes in skills and confidence as well as improved effectiveness.

The main challenge in achieving outcomes for young people has been in identifying young adult carers and retaining their engagement, together with responding to the level of complex needs.

## Organisational and strategic outcomes

Some Network Partners have delivered specific support for young adult carers for the first time. The funding has enabled Network Partners to increase their reach, capacity and involvement within local networks.

For some Network Partners, the grants have brought about a step-change in strategic involvement at a local level and stronger links with potential commissioners and funders. New partnerships have been formed with a range of public, voluntary and private sector organisations that have served to raise Network Partners' local profile and in some cases, bring in new funding sources and enhance sustainability. Some Network Partners have been able to use the Time for Change funding to leverage in other funds.

There is evidence that many Network Partners have increased awareness of the needs of young adult carers both within organisations and in networks and strategic forums within their localities. There are examples of influence on policy and practice, particularly within the education field and some notable good practice examples of collaboration with health sector organisations.

Network Partners have been challenged to balance the significant support needs of young adult carers with the more structured delivery of activities and strategic engagement.

Providing robust outcomes evidence, other than case studies, has proven difficult for some Network Partners, particularly those who have found the Carers Star<sup>1</sup> challenging to use.

The pressure on resources in public and voluntary sectors is the most commonly cited challenge to influencing and relationship building.

## Looking forward

The About Time grant programmes have confirmed the importance of support for young adult carers, while Carers Trust has developed its knowledge, expertise and body of evidence in relation to this group and identified young adult carers as a specific priority within its Making Carers Count strategy.

Further funding has been secured by Carers Trust and individual Network Partners to support projects focused on young adult carers. Many other Network Partners aim to mainstream their support for young adult carers by integrating it into adult services while retaining a focus on young adult carers' specific needs.

Carers Trust has developed sustainability and cost benefit analysis tools to support continued development of support for young adult carers throughout The Carers Trust Network. An initial analysis of Time for Change grants indicates that support to young adult carers is creating savings to the state by preventing other costs being incurred.

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1 Carers Star is an outcome measurement tool for supporting and measuring change when working with carers.

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# 1

## Introduction

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Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with a UK wide network of quality assured independent partners and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.

Our vision is that unpaid carers count and can access the help they need to live their lives.

### Background to the end of evaluation overview

- 1.1. This report provides an overview of the evaluation of Carers Trust's About Time grant funding programmes undertaken from February 2015 to October 2017.
- 1.2. The objectives of this evaluation are to:
  - Provide an overall evaluation of all data to assess the progress of funded projects against the aims and objectives of the About Time grant programmes and of the wider About Time programme.
  - Conduct a qualitative study with funded projects to identify effective strategies and approaches for supporting and enabling young adult carers.
  - Provide a focused evaluation of data derived from outcomes measurement tools designed to measure the extent of care undertaken, the positive and negative impacts of caring for young adult carers and changes in their lives as a consequence of taking part in the funded intervention.
  - Evaluate the impacts of programme delivery and Carers Trust grant making processes on funded organisations.

- 1.3. In 2013, Carers Trust was voted as The Co-operative Charity of the Year. The £6m raised from the partnership was used to support young adult carers. The About Time programme was developed, consisting of five related projects to address the broader issues that can lead to young adult carers becoming disengaged with society and feeling alienated from having long-term goals as a result of their caring role.
- 1.4. Time for Change and Take Action and Support are two of these projects. Both are grant programmes delivering funding to Network Partners supporting young adult carers. The evaluation of these grant programmes was structured in three phases and each has its own evaluation report, including the methodologies applied:
  - **Phase 1:** February–October 2015.
  - **Phase 2:** November 2015–November 2016.
  - **Phase 3:** December 2016–October 2017.

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# 2

## Needs of young adult carers

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- 2.1. There are at least 376,000 young adult carers in the UK aged 16–25 (UK Census, 2011). They are a frequently hidden group facing a range of barriers preventing them achieve their potential and make a positive transition to adulthood:
- Young adult carers aged between 16 and 18 years are twice as likely, as other people of the same age, to be NEET (Audit Commission, 2010).
  - 45% of young adult carers reported that they have mental health problems (Alexander, C, 2014).
  - A third more young adult carers in England report that they have anxiety and depression than their peers without caring responsibilities (Alexander, C, 2016).
  - 25% of young adult carers at college or university had not informed staff about their caring role and 56% of young adult carers in college or university were struggling because of their caring role. Young adult carers appear to be four times more likely to have to drop out of their college or university course than other students (Sempik, J, Becker, S, 2014).
  - A survey found that young adult carers frequently have to miss work because of their caring role. 44% of those young adult carers in work chose their job because it was close to home and 38% because it offered the flexibility to fit around their caring responsibilities (Sempik, J, Becker, S, 2014a).
- 2.2. Throughout the evaluation, Network Partners have consistently highlighted many young adult carers' and/or their families' complex needs and most projects have had a strong focus on addressing issues of low self-confidence, anxiety and social isolation. Young adult carers caring for those with mental health or addiction issues can require particularly intensive support.

# 3

## Responding to the needs of young adult carers: The About Time grant programmes

### Key achievements and learning

Around 7,200 young adult carers have benefited from 114 projects delivered by Carers Trust Network Partners, exceeding the original target of 6,200 young adult carers.

- Programmes provided support to significant numbers of young adult carers for the first time, with just over half of the young people participating being new to Network Partners.
- Programmes developed a flexible response to the needs of young adult carers, including individual support, group activities and access to small grants for individuals, alongside the development of partnerships.
- The programme design involved young adult carers and Network Partners, ensuring programmes reflected specific needs across the UK.
- Projects have been successful in reaching a representative group of young adult carers and there was a good geographic spread of projects across the UK.
- Carers Trust has enabled Network Partners to deliver effective projects by being flexible about delivery approaches and providing good quality support, information and training.
- The Carers Trust Network has a unique role in supporting the needs of young adult carers.

### Introduction

3.1. This section presents the response to the needs of young adult carers, describing:

- The key features.
- The two grant programmes.
- An overview of funding allocated.
- Programme reach.
- Demonstrating outcomes.

- 3.2. The aim of the About Time grant programmes was to provide practical support to young adult carers, helping them to transition positively into adulthood, leading to long-term change. A theory of change for the grant programmes was developed for the evaluation and agreed with Carers Trust in February 2015. This was updated in Phase 3 of the evaluation to reflect the evolution of the programmes. The theory of change is provided in Appendix 1.

## Key features of the programmes

- 3.3. While other organisations provide support to young people and to those needing care, a focus on the young adult as a carer with the option of personal support is often lacking. The Carers Trust Network therefore has a unique role to play in supporting this group of young people. The grant programmes were designed to:
- Focus on the young adult carers themselves with an understanding of their caring role.
  - Provide access to tailored support, including one-to-one support responding to complex needs.
  - Enable activities which create an environment where young adult carers are able to build a network of support and friendships, contributing to developing resilience.
  - Support a flexible response to the needs of young adult carers in the local area, including individual support and group activities, as well as access to small grants for individuals to help them overcome barriers and the development of partnerships.

“It’s nice to have someone who cares about me.”

**Young adult carer**

- 3.4. Two grant programmes were developed in response, Time for Change and Take Action and Support. These are described in more detail below.
- 3.5. Young adult carers and Network Partners have been closely involved in shaping the programmes. A group of project workers and 23 young adult carers were involved in the programme steering group as Programme Guiders. The role of the Programme Guiders was to support the design, implementation and management of the About Time grant programmes, shaping their aims, focus and outcomes to address the specific needs of young adult carers across the UK. The role also included contributing to decisions on Network Partner funding proposals. This involvement resulted in a strong focus on education and employment and health and wellbeing. Applications for grants also required Network Partners to provide evidence of priorities identified by young adult carers.

## Time for Change

- 3.6. Time for Change aimed to develop, extend and enhance the practical and holistic support available to young adult carers aged 14–25 across the UK in order to address both the immediate and broader issues that can lead to their disengagement from society and/or feeling alienated from having long-term goals. There were three grant rounds. In Rounds One and Two, Network Partners could apply for up to £43,000 covering a period of 12–24 months. In Round Three, grants were for 18 months.
- 3.7. After Round One, the programme was further developed requiring a focus on the outcomes detailed in the Carers Star, in order to support collection of evidence and enable more consistent reporting and analysis across projects.

## Taking steps

- 3.8. In 2015, after the first round of Time for Change funding, Carers Trust developed the Taking Steps programme. This was designed to support Network Partners not experienced in supporting this age group of carers in exploring the feasibility of setting up appropriate services for young adult carers in their area in order to support applications to the About Time grant programmes, or tenders or grants to other funders. At least one grant was awarded in each region and nation, with some Network Partners working in partnership. 16 Network Partners received funding.

## Take Action and Support

- 3.9. Take Action and Support provided structured support to young adult carers who are NEET or who are at risk of becoming NEET, to address and overcome their personal barriers to engaging with education, employment and training. There have been four rounds over the three years, with organisations able to apply for grants as follows:
  - **Round One:** up to £10,500 for Round One with a target activity period of six months.
  - **Round Two:** up to £15,000 with delivery between eight and 12 months.
  - **Round Three:** £5,000 with delivery between six and nine months.
  - **Round Four:** £5,000 between six and over nine months.
- 3.10. The programme has changed over the three years, while maintaining a focus on young adult carers who are NEET or at risk of becoming NEET. Take Action and Support Rounds One and Two funded residential events and time away from caring, but this was also part of the Time for Change offer. Rounds Three and Four therefore aimed to provide a smaller amount of funding with the flexibility to use this creatively to achieve a range of outcomes. This included small grants to individuals, group activity and the development of steering groups with professionals.

3.11. Some Network Partners had no previous experience of working specifically with young adult carers and were therefore unable to provide evidence of a young adult carer voice in their applications. In some cases, Network Partners were provided with smaller grants to focus on consultation with young adult carers and then applied successfully for Time for Change grants.

## Overview of funding

3.12. The table below presents an overview of the programmes, giving numbers of projects, amounts of funding, numbers of young adult carers benefiting and the numbers and percentage of those who were new to the organisation.

3.13. The programmes exceeded their targets for numbers of young adult carers benefiting. In total, an estimated 7,237 young adult carers benefited from 114 projects. The Time for Change programme funded 56 projects, benefiting 5,506 young adult carers (compared with original targets of 55 projects supporting 4,500 young adult carers). The Take Action and Support programme funded 56 projects, benefiting 1,731 young adult carers compared with the original target of supporting over 800 young adult carers). The table below summarises the programmes and a full list of projects funded is provided in Appendix 2.

3.14. In addition to benefiting a large number of young adult carers and exceeding all targets, there is evidence that a significant proportion of these were being supported for the first time. Data from the Time for Change programme (providing more intensive support) indicates that just over half of the young adult carers benefiting were new to the organisation.

**Table 1: Overview of Time for Change grant programmes**

|                                 | Number of projects | Funding awarded   | Numbers of young adult carers | Numbers of young adult carers new to organisation (%) |
|---------------------------------|--------------------|-------------------|-------------------------------|-------------------------------------------------------|
| Time for Change Round One       | 21                 | £885,809          | 2,464                         | 1,159 (47%)                                           |
| Time for Change Round Two       | 17                 | £714,650          | 1,480                         | 685 (46%)                                             |
| Time for Change Round Three     | 18                 | £754,101          | 1,562                         | 978 (63%)                                             |
| <b>Subtotal Time for Change</b> | <b>56</b>          | <b>£2,354,560</b> | <b>5,506</b>                  | <b>2,822 (51%)</b>                                    |

**Table 2: Overview of Take Action and Support grant programmes**

|                                                                      | Number of projects | Funding awarded   | Numbers of young adult carers <sup>2</sup> |
|----------------------------------------------------------------------|--------------------|-------------------|--------------------------------------------|
| Take Action and Support Round One                                    | 9                  | £89,600           | 138                                        |
| Take Action and Support Round Two                                    | 23                 | £333,996          | 740                                        |
| Take Action and Support Round Three                                  | 13                 | £65,000           | 363                                        |
| Take Action and Support Round Four                                   | 13                 | £65,000           | 490                                        |
| <b>Subtotal Take Action and Support</b>                              | <b>58</b>          | <b>£553,596</b>   | <b>1,731</b>                               |
| <b>Overall total for Take Action and Support and Time for Change</b> | <b>114</b>         | <b>£2,908,156</b> | <b>7,237</b>                               |

## Programme reach

- 3.15. Carers Trust has been working with Network Partners to improve data collection to ensure that funded activities are responsive to societal diversity and accessible to those who may be hardest to reach. However, data collection has not been consistent across all characteristics with some Network Partners believing certain questions to be intrusive, particularly those regarding sexual orientation and religion. Those Network Partners with consistent data were able to demonstrate that their projects were reaching more than the regional average for many black, Asian and ethnic minority groups. By not consistently recording this data, Network Partners could be missing an opportunity to demonstrate the full impact of their work and their ability to engage with those traditionally considered to be ‘the hardest to reach’ communities and young adult carers.
- 3.16. The data available shows:
- Projects have been successful in reaching a representative group of young adult carers, with proportions broadly in line with Census data on ethnicity and disability.
  - Females appear to be over-represented, accounting for 65% of all young adult carers benefiting (Census data for England and Wales for ages 0–24 indicates that 51% of carers are female).

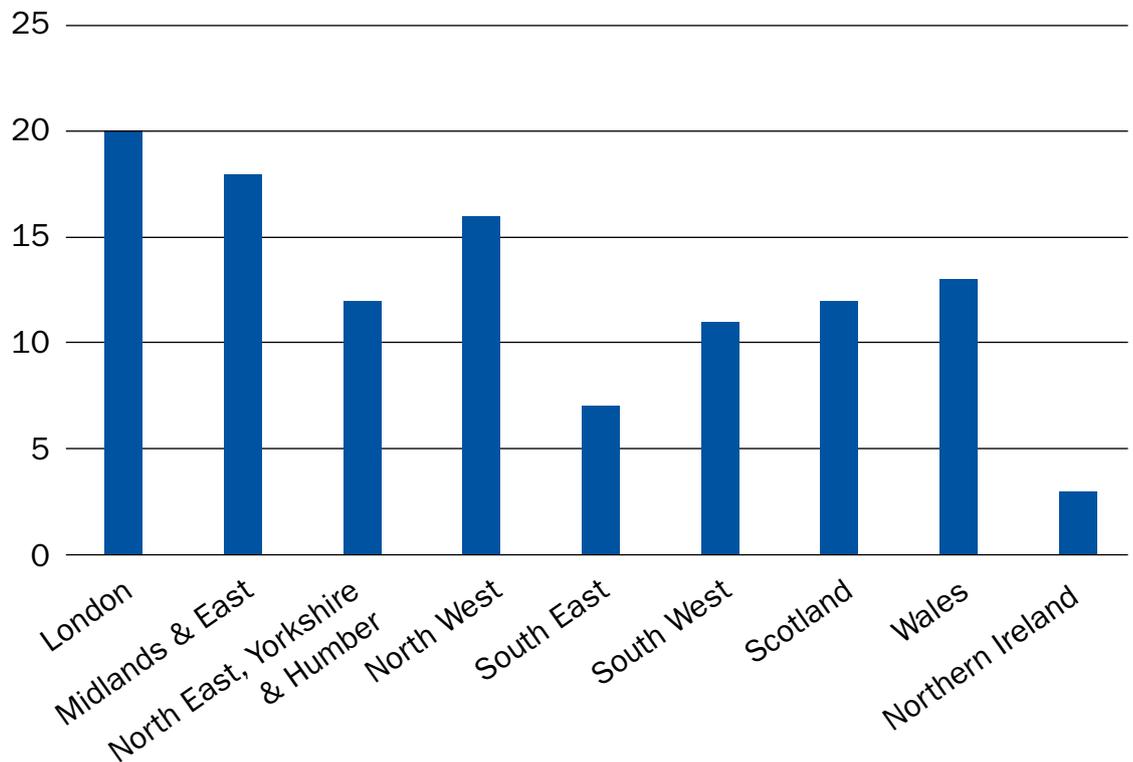
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2 Numbers new to organisations were not collected for all rounds of the Take Action and Support programme.

Camden Carers Centre uses Census data to inform its strategic planning and monitor the extent to which the young adult carers supported are representative of local demographics.

3.17. There was a good geographic spread of projects, as shown in the graph below:

**Chart 1: Projects by region/nation**



## Demonstrating outcomes

- 3.18. Carers Trust required Network Partners to report on outcomes in periodic monitoring reports and through the Carers Star. For Rounds Two and Three of Time for Change, monitoring reports were structured around the Carers Star outcomes.
- 3.19. On Take Action and Support, due to the size of the grants awarded, Network Partners were given the flexibility to use or develop measurement tools tailored to their individual projects. As a result, it is not possible to evaluate outcomes systematically across the programme, although there is evidence of positive outcomes for young adult carers from individual Network Partners.
- 3.20. Feedback from Network Partners on the Carers Star as an assessment and monitoring tool has been mixed. For some, the adoption of the Carers Star has brought significant benefits in discussing needs with young adult carers, demonstrating outcomes internally and to potential partners and funders and in aiding programme learning. For others, the Carers Star has been seen as unsuitable for the age group, or too structured as an approach, particularly when

working with a group where engagement can be sporadic. Staff capacity to collect and input data has also been raised as an issue. Some Network Partners find the Star useful as an initial diagnostic tool but find it harder to sustain regular reviews.

- 3.21. The Carers Star can be an effective tool for demonstrating individual outcomes when used consistently over time with a young adult carer. However, it should be noted that with the complex range of external factors associated with caring and the transition to adult life, domain scores for this group can fluctuate significantly and go up as well as down, for example because of a bereavement or worsening health.

South Ayrshire Carers Centre reported 16 Carers Star scores decreasing due to the impact of a range of issues including but not limited to:

- A young adult carer's health declining as they were worried about starting an HNC course.
- A young adult carer's parent dying, or moving to a new house or other external factors.
- Becoming a new mum and experiencing postnatal depression.
- A summer job ending, starting a new college and parent's health worsening.
- Becoming pregnant and moving to a new house.
- Mental health declining as the young adult carer's mother was in and out of hospital.
- Reduced hours at work and at college and sibling's health deteriorating.
- An erratic household.
- Moving away from home to start university and feeling guilty.

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# 4

## Outcomes for young adult carers

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### Key achievements and learning

- Overall, 73% of those participating in the Time for Change programme (and with data) had improved outcomes.
- There is evidence from the Take Action and Support programme of reduced numbers of young adult carers being NEET.
- Effective one-to-one working, although resource-intensive, has been the cornerstone of achieving outcomes for young adult carers, enabling Network Partners to identify specific needs and appropriate responses.
- Small grants have proven effective in combination with other support and when offered at the right time.
- Group activities, workshops and training have contributed to building resilience through increasing confidence, reducing isolation and developing support networks and friendships. Such activities have also increased skills, contributing to improved life chances and outcomes in education, employment or training.
- Partnerships have increased referrals to Network Partners and enabled wider access to specialist expertise and services for young adult carers.
- Involving young adult carers in delivery, planning and external roles has contributed to outcomes in skills and confidence and there are many examples of young adult carers playing a role in influencing external stakeholders.
- Identifying young adult carers, retaining their engagement, and their complex needs have been the main challenges to achieving outcomes for young adult carers.

### Introduction

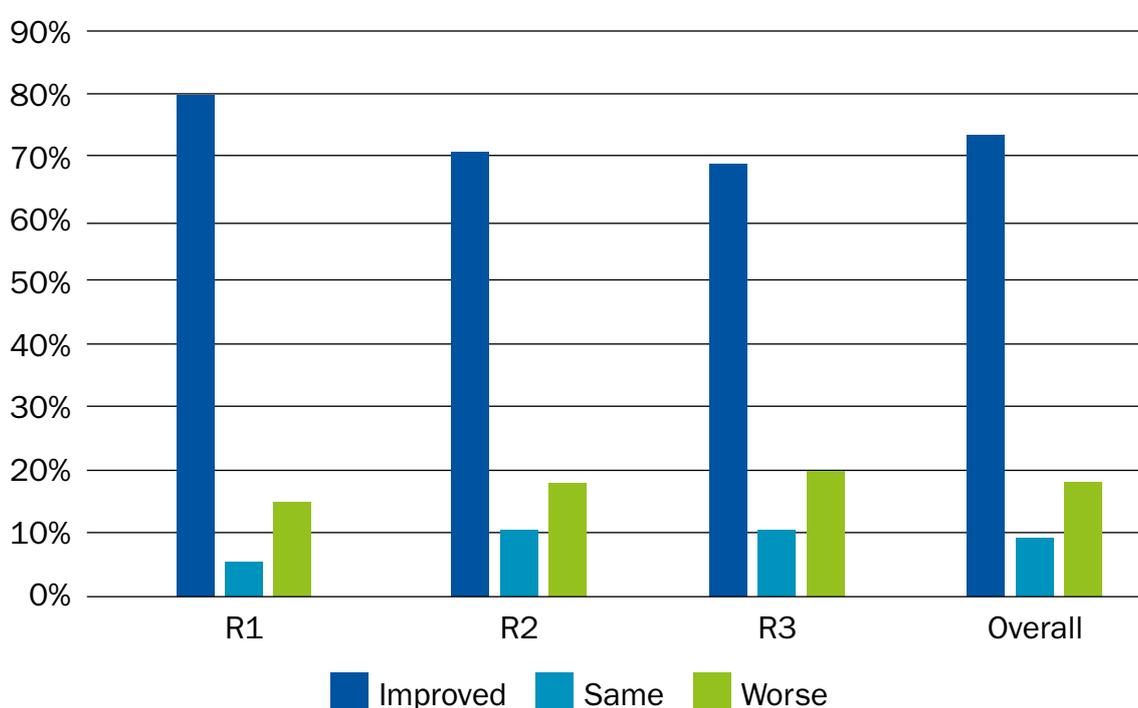
- 4.1. This section presents evidence on outcomes for young adult carers from the About Time grant programmes and explores what contributed to these outcomes and the challenges involved in achieving them.

## Outcomes for young adult carers

### Overview

- 4.2. Quantitative evidence of outcomes is available from Carers Star data for all three rounds of Time for Change, assessing distance travelled between the first star and latest star readings for a young adult carer. This data is available for 433 young adult carers, or about 8% of those participating.
- 4.3. Overall, 73% of those participating (and with data) had improved outcomes (based on average score across all Carer Star domains at two points in time). The chart below presents the data for all rounds of Time for Change. More detailed information on Carers Star data is given in Appendix 4.

**Chart 2: Time for Change: Difference in outcomes for young adult carers**



- 4.4. The programmes appear to be successful in reducing the number of young adult carers who are NEET. The Take Action and Support programme collected information on the NEET status of young adult carers at the start and end of the intervention for Rounds One and Two. This data is given in the table in Appendix 5 and shows that the percentage of young adult carers who were NEET reduced from 38% from the start of projects to 18% at the end.

### What contributed to outcomes for young adult carers

- 4.5. In all cases, Network Partners have designed their services to meet the needs articulated by young adult carers. The range of services offered has also been influenced by other factors, such as the catchment area for the project, whether settings are rural or urban, the extent of opportunities for collaborative working in the local area and Network Partners' prior experience of working with young adult carers.

- 4.6. The funding has enabled Network Partners to explore the best model and combination of interventions for the needs of their particular target group and operating context. For example, Borders Carers Centre has a geographically dispersed target group and does not provide activities, instead focusing on intensive one-to-one support, combined with signposting to other services. In contrast, Solihull Carers Centre has moved from focusing primarily on one-to-one support and days out to embedding a more structured programme of education and employment-related activities into core work.
- 4.7. Delivery of support included:
- Individually-tailored support.
  - Group activities, workshops and training.
  - Working with and referring to third parties.
  - Involving young adult carers in delivery and planning or externally facing roles.
- 4.8. Each of these themes and some illustrations of resulting outcomes are presented in the following sections.

### **Outcomes from individually-tailored support**

- 4.9. Throughout the About Time programme, effective one-to-one working has been the cornerstone of achieving outcomes for young adult carers. Young adult carers value individual support, from light touch, one-off assistance with CVs or applications, to more intensive support with personal or family crises or help with making major life transition choices around work or education. The range of young adult carer needs has required Network Partners to spend one-to-one diagnostic time at the outset with young adult carers to identify appropriate responses. By identifying specific needs, Network Partners have been able to identify tailored support that has had significant impact for some individual young adult carers.
- 4.10. One-to-one working is resource-intensive however, and some Network Partners have addressed this by structuring support, using a banding system to identify levels of support needed by individual young adult carers.

- **Carers Trust North Wales Crossroads Care Service** helped a young adult carer who had dropped out of university with careers advice, weekly one-to-one maths coaching and interview training. Outcome: He is now enrolled in a primary teacher-training course at Bangor University.
- **South Ayrshire Carers Centre** provided one-to-one support on job seeking and interview skills. Outcome: Six young adult carers have become employed in retail, trade, the local council, catering and social care.

- **Newcastle Carers Centre** provided a young adult carer with a tailored package of intensive support over an extended period, including one-to-one sessions, referral to a counsellor, help with accessing support from social services for the person he cares for and with financial management and benefits, involvement in young adult carers groups and support in applying for a Carers Opportunity Fund grant. Outcome: “This has turned my life around – I feel like a completely different person.”  
Young adult carer
- **Kernow Carers Service** found that mentors were a particularly successful addition to the Take Action and Support service. Outcome: By talking to a peer with shared experience, young adult carers have been able to develop their resilience. The process has also given the mentors confidence and increased their skills.

4.11. Low-cost tailored support in the form of small grants for young adult carers have proven effective in combination with other support and when offered at the right time for the young adult carer. The Take Action and Support programme built provision for small grants of up to £150 to young adult carers into Rounds Three and Four, to support education, employment or training needs. Typical uses were driving lessons, interview outfits, revision materials or transport to university. Although the Time for Change programme did not include small grants as a specific deliverable, some Network Partners were able to identify funding from other sources to address similar needs.

“The money available to young adult carers to remove barriers to education, training or applying for work has been a huge success. In fact, this money enabled us to act very quickly on behalf of young adult carers, supporting them onto their next step. For many, not having the money to pursue this could have resulted in them changing their minds and giving up before they had started.”

**Wrexham Carers Service (AVOW)**

## Outcomes from group activities, workshops and training

- 4.12. There is evidence that group activities, workshops and training have achieved outcomes. Most Network Partners have offered group work and organised activities in some form through both funding programmes. Take Action and Support projects ran activities aimed at addressing barriers in accessing employment, education and training. Network Partners had flexibility to develop relevant programmes and these included residential sessions, weekly workshops and focused workshops.
- 4.13. Group activities have the dual advantages of offering young adult carers specific training or skills development along with the additional benefits of wellbeing outcomes. These include confidence and self-esteem achieved through social interaction with peers, development of support networks and friendships, respite from caring and encouragement to try new things.

- **Carers Support Centre Bristol and South Gloucestershire** provided training in Caring with Confidence. Outcome: Evaluation showed that young adult carers had an increase in knowledge and confidence in the caring role as well as improved wellbeing and knowing one is not alone.
- **Credul (Powys Carers Service)** ran a residential event at the Outward Bound Trust. Outcome: Young adult carers had increased confidence, problem-solving skills and resilience.
- **Renfrewshire Carers** ran a variety of training and workshops. Outcome: 95% of young adult carers reported that these had helped improve their general health and wellbeing and decreased their stress levels.
- **Solihull Carers Centre** worked with Worcestershire, Birmingham and Birmingham City universities' outreach departments and accompanied young adult carers to taster days. Outcome: Young adult carers' aspirations were raised and it allowed them to realise that university could be a future option.
- **Hillingdon Carers** provided training in financial management and budgeting. Outcome: 30 young adult carers learned about money management, personal budgeting, taxation, finance schemes and banking options.
- **Carers First** offered monthly social support groups. Outcome: 155 young adult carers had increased breaks and time for themselves.

## Outcomes from working with and referring to third parties

- 4.14. The programmes placed a strong emphasis on partnership work. 89 Network Partners have worked in partnership with over 220 partner organisations. In particular, many effective partnerships have developed with educational institutions on both programmes. It should be noted that there appears to be some variation in how partners have been defined and it is therefore likely that there are more delivery partners than recorded in monitoring forms.
- 4.15. Effective partnership working and development of strong networks has enabled Network Partners to maximise their reach and impact for young adult carers in a number of ways:
- Increased levels of referrals of young adult carers to Network Partners' services.
  - Access to specialist expertise to deliver training or activities.
  - Developing a wider range of options of services to which young adult carers can be referred or signposted.

- **Blackburn with Darwen Carers Service** worked with support staff at Blackburn College and Blackburn University. Outcome: More unsupported young adult carers in education were identified and referrals into the service increased.

- **Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)** linked into Citizens Advice partners' online referral system. Outcome: Young adult carers (and increasingly their families) have been supported to access information, advice and guidance around benefits and housing more quickly than by using the normal route of application.

- **Borders Carers Centre** worked closely with other services to free up young adult carers from some of their caring role and carried out carers' assessments on behalf of the local authority. Outcome: Smooth and effective referral pathways to relevant local services such as mental health support.

- **Carers Trust Cheshire and Warrington** worked in partnership with Citizens Advice. Outcome:

“A success was the high level of referrals the project received from Citizens Advice of hidden young adult carers.”

- **Kernow Carers Service** engaged St John's Ambulance to deliver first aid training in partnership with Action for Children. Outcome:

“The practical elements of the course were attractive to the young adult carers and it was one of the most popular courses.”

## Outcomes from involving young adult carers in delivery and planning or in externally facing roles

- 4.16. Involvement in steering projects and communicating with external partners has ensured activities meet young adult carers' needs, as well as contributing to developing skills and confidence. In a survey conducted in Phase Two of the evaluation, 95% of Take Action and Support and 60% of Time for Change respondents stated that there was evidence of increased confidence and skills of those young adult carers involved in shaping activities and advising on needs.

- **Carers Gloucestershire** has a monthly steering group involving 13 young adult carers to support service development, inform professionals and give the young adult carers a voice in issues that affect them. Outcome: Two young adult carers have become Carers' Rights Champions, raising awareness of young adult carers and the issues they face. One was involved in a Radio 4 documentary about the challenges of leaving to go to university; another gained a placement as NHS England health champion to represent South West England.
- **Carers Lewisham** mobilised young adult carer participation in local participation opportunities. Outcome: Young adult carer involvement in Lewisham Young Mayors Panel, the Headstart programme and Lewisham HealthWatch, creating friendships and the opportunity to learn new life skills.

## Challenges in delivering outcomes for young adult carers

- 4.17. The main challenges identified by Network Partners in achieving outcomes for young adult carers have been:
- Identifying young adult carers and then retaining their engagement with the service. For some, the drop-out rate was an issue, as was sporadic engagement. Many young adult carers do not, or are unable to, engage on a consistent basis.
  - The complex needs of many young adult carers and/or their families and the extent of mental health issues within this group.
  - Several projects (not only those working in rural areas) have highlighted the challenges posed by lack of transport and the geographically diverse locations of young adult carers, particularly as most projects have only one dedicated worker for this group.

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# 5

## Organisational and strategic outcomes

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### Key achievements and learning

- The funding has enabled Network Partners to increase their reach, capacity and involvement within local strategic networks.
- There is evidence that many Network Partners have increased awareness of the needs of young adult carers both within organisations and within local networks and strategic forums.
- There are examples of influence on policy and practice, particularly within the education field and some notable good practice examples of collaboration within health sector organisations.
- Some Network Partners have been able to use the Time for Change funding to leverage in other funds.
- Network Partners have been challenged to balance the demands of significant support needs of young adult carers with the more structured delivery of activities and strategic engagement; for some, providing robust outcomes evidence has been difficult.
- The pressure on resources in the public and voluntary sectors is the most commonly cited challenge to influencing and relationship building.

### Introduction

5.1. This section presents:

- Outcomes for Network Partners, what contributed and the challenges.
- Strategic outcomes, what contributed and the challenges.

### Outcomes for Network Partners

5.2. The additional capacity provided by the grant has had a clear impact on Network Partners' reach, as discussed in Chapter 3. Increased capacity has been demonstrated in a variety of ways, such as:

- The establishment of specific support for young adult carers.
- Increased referrals and smoother referral pathways.

- Improved transitions for young adult carers between young carer services and adult carer services, with some Network Partners extending their adult services to include those aged 16 and over.
- Programme learning that has informed service delivery approaches (for example, an increased awareness of the needs of young adult carers who are NEET, involving young adult carers in programme design or developing workshops and training courses) and future strategic direction.
- The adoption of the Carers Star, not only as a service delivery and outcomes measuring tool for the About Time programme, but for longer-term use within the organisation.
- Increased skills as a result of working with this particular group, such as use of social media.
- Leveraging of additional funding to complement the About Time projects.

### **Carers Trust North Wales Crossroads Care Services**

Prior to the funding, Carers Trust North Wales Crossroads Care Services focused its work on respite care and had not provided services specifically targeting young adult carers. Services have been developed from scratch and took some time to build momentum, but the project has now identified 48 young adult carers in Anglesey including a higher than average percentage of male young adult carers (41%) when compared with the average across the Time for Change programme (34%).

- 5.3. For some Network Partners, the grant has brought about a step-change in strategic involvement at a local level and stronger links with potential commissioners and funders. New partnerships have been formed with a range of public, voluntary and private sector organisations that have served to raise Network Partners' local profile and in some cases, increase sustainability (see also Chapter 6).
- 5.4. Carers Trust staff observed that Network Partners overall have increased awareness about the importance of demonstrating outcomes, for example as a result of structuring Time for Change grants around the Carers Star outcomes from Round Two onwards. For some, training and application of the Carers Star has had a positive impact organisationally with the approach being embedded into core work.
- 5.5. Over the course of the programme, Network Partners have had an opportunity to demonstrate to Carers Trust and other stakeholders their ability to run services and manage grants, enhancing their potential for delivery of future contracts.
- 5.6. An internal analysis by Carers Trust showed that almost £400,000 of additional funding had been leveraged from other funding sources to complement the Time for Change funding.

- **Carers Trust North Wales Crossroads Care Services'** involvement with the Youth Engagement Panel has led to working links with (and referrals from and to) colleges, Child and Adolescent Mental Health Services, local charities and Jobcentre Plus.
- **Action for Family Carers** was able to present its work to commissioners and is now delivering young adult carer services across the whole of Essex. It submitted a successful partnership bid to provide support for carers of all ages, including continued support for young adult carers in Maldon and Colchester.

“We now have time, knowledge and partner organisations – Time for Change has opened up a whole different network of organisations”

**Newcastle Carers Centre.**

“Carers Star has helped us to show how much the centre has supported young adult carers, it has helped us to reflect on the project and the support we offer. We have been able to clearly see how carers’ situations have changed and to demonstrate progression.”

**Carers Trust in Greater Manchester Crossroads Care Service.**

“As a result of our experience we want to use the Carers Star across the organisation from the start of our new contract and to this end we have presented an information session to our commissioner at County Hall.”

**Kernow Carers Service.**

## What contributed to outcomes for Network Partners

- 5.7. As discussed in Chapter 3, Carers Trust has not been prescriptive about how Network Partners should spend their grants in order to achieve outcomes, and this flexibility has contributed to Network Partners’ ability to experiment and shape their services to meet the needs of young adult carers. In developing the revised focus for Take Action and Support in Round Three, Carers Trust consulted young adult carers and Network Partners on the three priority areas for funding.
- 5.8. Network Partners have commented that policy information provided by Carers Trust such as information about local authorities’ duties under the Care Act has been very useful. Other forms of support provided by Carers Trust included:
  - Sustainability training and resources (see also Chapter 6).
  - Development of a cost benefit analysis tool to support Network Partners in demonstrating their value (see also Chapter 6).
  - Flexible and accessible support on a range of issues from named managers throughout the grant.

## Challenges for Network Partners

- 5.9. Some young people in transition to adulthood have significant support needs. Network Partners have been challenged to balance these demands with the more structured delivery of activities and strategic engagement. The small numbers of staff funded means the departure of a key staff member can have significant impact on project delivery.
- 5.10. The grant size and relatively short funding periods (see Chapter 3 for details) has made it harder for some projects to get off the ground and to demonstrate outcomes in the timescales available. This has been a particular issue for those starting new services for young adult carers needing to identify their target group.
- 5.11. Providing robust outcomes evidence, other than case studies, has proved difficult for some Network Partners, particularly those who have struggled to use the Carers Star and the administration associated with it.

## Strategic outcomes

- 5.12. There is evidence that many Network Partners have increased awareness of the needs of young adult carers both within organisations and in networks and strategic forums within their localities. In some cases, there has been demonstrable influence on policy and practice.
- 5.13. Across both programmes, Network Partners have been most active in engaging with educational institutions. There are many examples of colleges or universities introducing the identification of carers either at application or registration stage. Some institutions have introduced carer-focused support through student unions (**Newcastle Carers Centre**) or staff policies (**Salford Young Carers Service**).

### Carers Trust Carmarthenshire Crossroads Care

As a result of a petition that the young adult carers project submitted to the Welsh Government, the Education Maintenance Allowance (EMA) guidelines for young adult carers are being reviewed. Also, from September 2017 the Student Loan Company has identified young adult carers at enrolment.

- 5.14. There was more evidence of influencing within health sector organisations in the second phase of the evaluation than in the first. Examples included training GPs and community nurses on the needs of young adult carers in Bristol, and, awareness-raising sessions were delivered in multi-agency settings in Newcastle including at the Mental Health Programme Board which led to consideration of potential policy changes. In Newcastle, there is also a clinical commissioning group commissioner on the young adult carers project steering group.

## Norfolk Carers Support

Norfolk Carers Support's project targets young adult carers with mental health conditions or who care for someone with a mental health condition. It ensures all carers engage with specialist mental health support from Norfolk and Suffolk Foundation Trust (NSFT). Clear boundaries are established at the start of support to ensure carers know the value of and difference between both services. It is also made clear to carers that their support through the Time for Change project does not have to end once their support from NSFT has ended. 60% of review Carers Stars showed an improvement in carers' health.

## What contributed to strategic outcomes

- 5.15. Network Partners that were already established within local strategic networks have been able to build on this foundation with the funding from both grant programmes to increase the focus on young adult carers. The effectiveness of existing cross-sectoral networks in each area is variable and has also been a factor in Network Partners' ability to engage and influence at a more strategic level. Focusing on developing relationships with key individuals has provided a route into forums and networks for some Network Partners, particularly those for whom young adult carers are a new target group.
- 5.16. There are many examples throughout the programme of young adult carers playing a role in influencing external stakeholders, for example by acting as spokespeople at multi-agency forums and events, or by producing awareness-raising materials such as films.

## Blackpool Carers Centre

One young adult carer supported the project worker during a presentation at the National Institute of Adult Continuing Education national conference. Two young adult carers and the project worker met with MPs to discuss policies. One young adult carer and the project worker took part in an NHS Changemaker event. Three young adult carers took part in a professional networking event and spoke with local professionals about their education and employment experiences.

## Challenges in delivering strategic outcomes

- 5.17. The pressure on resources in schools, colleges, general practices, mental health services and local authorities is the most commonly cited challenge to influencing, with staff turnover or restructuring posing an impediment to successful relationship building. Where Network Partner capacity has also been stretched, responding to the immediate needs of young adult carers is likely to have taken priority over networking and engagement at a strategic level.

- 5.18. Some sectors have been more accessible than others – on the whole, Network Partners have found it easier to engage with and influence educational institutions than health sector organisations or Jobcentre Plus, though there are some notable exceptions in both cases.
- 5.19. Manchester Carers Centre placed multi-agency collaboration at the centre of its approach:

### **Manchester Carers Centre**

“Our project was particularly successful in engaging with professionals. We established a professional network to give those working with young adult carers the opportunity to share their ideas and learning. The network helped us to promote referrals to the service, raise awareness and fostered some great examples of multi-agency working in between meetings. Health and social care providers have joined our professional network and benefited from the fruitful discussions we have had on identifying and supporting young adult carers.”

The project produced a professional pack for statutory and voluntary sector organisations to raise awareness about young adult carers and improve support. This was distributed to schools, colleges and universities in Manchester and professionals registered on the database. Initial feedback received was that it was an excellent resource for professionals seeking an introduction to young adult carers and would help with early identification and awareness raising.

30 stakeholder agencies were identified to develop multi-agency connectivity and 87 professional contacts targeted. 80% of respondents from stakeholder agencies felt their awareness about young adult carers and the help available had been improved by accessing packs or liaising with the service.

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# 6

## Looking forward

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### Key achievements and learning

- The About Time grant programmes have confirmed the importance of support for young adult carers.
- Carers Trust has developed its knowledge, expertise and body of evidence in relation to this group and identified it as a specific priority within its strategy.
- Further funding has been secured by Carers Trust and individual Network Partners to support projects focused on young adult carers.
- Carers Trust has developed tools to demonstrate the financial value of support to young adult carers and to support sustainability.
- An initial analysis of Time for Change grants indicates that support to young adult carers is creating savings to the state from prevented costs.

### Introduction

- 6.1. The About Time grant programmes have confirmed the importance of support for young adult carers. This section briefly describes plans to continue to develop and sustain such support.

### Carers Trust

- 6.2. As a result of the two grant programmes, Carers Trust has developed its knowledge and experience of the needs of young adult carers as well as the structures and systems available to support them.
- 6.3. Young adult carers have been identified as a distinct group within Carers Trust's Making Carers Count strategy (2015–2021), with policy development work also focused on this specific group.
- 6.4. Carers Trust has a strong body of evidence on responding to the needs of young adult carers. This contributed to securing funding from Nominet Trust to work in partnership with Network Partners, through the Digital Reach programme. This programme is a pilot initiative and aims to improve the basic digital skills of over 500 digitally excluded/limited young adult carers, so that they can safely and efficiently access the advice, information and support they need to achieve their aspirations.

## Individual Network Partners

- 6.5. For many Network Partners, support for young adult carers will continue by absorbing it into mainstream adult services, while retaining a focus on this group's specific needs (as many already do for carers of those with dementia). Examples include:
- **Carers Link Lancashire** has embedded the young adult carer work into its adult carer services. An experienced project worker will work within the adult team in order to take forward the lessons learned and to continue to build on the young adult carer project achievements.
  - **South Ayrshire Carers Centre** young adult carers group is in the process of becoming a constituted group. It has selected the members of the board and the roles each will play. Staff and the young adult carer group are currently looking into funding options. Should the group be successful in securing money, the staff team will support it with delivering the activities.
- 6.6. 15 of the Network Partners funded from Time for Change Round Two and Round Three are developing funding bids specifically for their work with young adult carers. 12 reported that they had secured funding for young adult carers, mostly up to March 2018. Examples include:
- **Carers Trust Carmarthenshire Crossroads Care:** A dedicated key worker has been funded by the Waterloo Foundation and the Sobell Foundation.
  - **Falkirk and Clackmannanshire Carers Centre:** Children in Need funding is in place until March 2018, including a consultation element to enable development of a larger multiple-year funding bid.
  - **Blackburn with Darwen Carers Centre:** Based on positive reports on outcomes, 12 months' funding has been secured from the Eric Wright Trust, which started in October 2017.
  - **Carers Trust North Wales Crossroads Care Services:** 15 months' funding has been secured from Global Make Some Noise.
  - **Newcastle Carers:** Newcastle Local Authority has agreed to fund the shortfall of the young adult carer post until October 2018, when they are hoping to mainstream the position into part of the longer-term carer contract.

“The Time for Change Project has been a tremendous success once again and has demonstrated to the local authority that young adult carers need dedicated support and dedicated funding.”

**Newcastle Carers**

## Tools to support sustainability

- 6.7. In 2015, Carers Trust commissioned nef Consulting to develop a cost benefit analysis tool that can be used by Network Partners to demonstrate the financial value of their support to young adult carers. According to the overall evaluation, two Network Partners have used the tool to feed in to funding bids and this has been positively received. This resource should support Network Partners to demonstrate to their local authorities how they save money in the medium term. At the time of publication, an initial analysis on Time for Change grants shows that for every £1 invested the state was saved the following in prevented costs:
- £2.76 in Round One.
  - £2.08 in Round Two.
  - £1.71 in Round Three.
  - £2.21 in all rounds.
- 6.8. This analysis is based on the number of young adult carers engaged to date and an assumption that all projects spend the full grant amount. As final numbers of young adult carers will increase and spend is expected to decrease, the prevented costs are likely to be higher than those indicated above.
- 6.9. Carers Trust has also developed a resource for Network Partners to support them to develop clear and comprehensive plans geared to sustaining young adult carer projects. The model provides tools and information to develop a project sustainability plan. Action Planning ran five workshops (in October and November 2016) across the UK, attended by 32 different Network Partners and used the information gathered as the basis of the model.

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# 7

## Conclusion

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### Programme design and reach

- 7.1. Around 7,200 young adult carers have benefited from 114 projects, exceeding the original target of 6,200 young adult carers. Programmes provided support to significant numbers of young adult carers for the first time, with just over half of the young people participating being new to Network Partners. Projects have been successful in reaching a representative group of young adult carers and there was a good geographic spread of projects.
- 7.2. The programme design involved young adult carers and Network Partners, ensuring programmes reflect specific needs of young adult carers across the UK. Young adult carers have made a significant contribution at a programme and project level, both steering activities and participating in delivery. This has contributed to appropriately targeted projects, increased learning and capacity of Network Partners, strategic level influence and personal outcomes for young adult carers.
- 7.3. Network Partners play a unique role in supporting the needs of young adult carers. Through the About Time grant programmes, they have developed a flexible response to their needs, including individual support, group activities and access to small grants for individuals, as well as developing partnerships. Network Partners have consistently designed their services to meet the needs articulated by young adult carers. The funding has enabled Network Partners to explore the best model and combination of interventions for the needs of their particular target group and operating context.
- 7.4. Carers Trust has enabled Network Partners to deliver effective projects by being flexible about delivery approaches and providing good quality support, information and training. The range of services offered has also been influenced by other factors, such as the catchment area for the project, whether settings are rural or urban, the extent of opportunities for collaborative working in the local area and the Network Partners' prior experience of working with young adult carers.

### Outcomes for young adult carers

- 7.5. Overall, 73% of those participating in the Time for Change programme (and with data) had improved outcomes. There is evidence from the Take Action and Support programme of reduced numbers of young adult carers who were NEET.

- 7.6. Effective one-to-one working, although resource-intensive, has been the cornerstone of achieving outcomes for young adult carers, enabling Network Partners to identify specific needs and appropriate responses. Tailored support in the form of small grants has also proven effective in combination with other support and when offered at the right times.
- 7.7. Group activities, workshops and training activities have contributed to building resilience through increasing confidence, reducing isolation and developing support networks and friendships. Such activities have also increased skills, contributing to improved life chances and outcomes in education, employment or training.
- 7.8. Factors that have contributed to achieving these outcomes are:
- Programme design, enabling a flexible response and a range of interventions.
  - Partnerships that have increased referrals to Network Partners and enabled wider access to specialist expertise and services for young adult carers.
  - Involvement of young adult carers in delivery, planning and external roles, which has contributed to outcomes in skills and confidence as well as improved effectiveness.
- 7.9. The main challenge in achieving outcomes for young people has been in identifying young adult carers and retaining their engagement together with responding to their complex needs.

## **Organisational and strategic outcomes**

- 7.10. For some Network Partners, specific support for young adult carers has been delivered for the first time. The funding has enabled Network Partners to increase their reach, capacity and involvement within local networks.
- 7.11. For some Network Partners, the grant has brought about a step change in strategic involvement at a local level, and stronger links with potential commissioners and funders. New partnerships have been formed with a range of public, voluntary and private sector organisations that have served to raise Network Partners' local profile and in some cases, bring in new funding sources and enhance sustainability. Some Network Partners have been able to use the Time for Change funding to leverage in other funds.
- 7.12. There is evidence that many Network Partners have increased awareness of the needs of young adult carers both within organisations and in networks and strategic forums within their localities. There are examples of influence on policy and practice, particularly within the education field and some notable good practice examples of collaboration with health sector organisations.
- 7.13. Network Partners have been challenged to balance the significant support needs of young adult carers with the more structured delivery of activities and strategic engagement.

- 7.14. Providing robust outcomes evidence, other than case studies, has proven difficult for some Network Partners, particularly those who have found the Carers Star challenging to use.
- 7.15. The pressure on resources in the public and voluntary sectors is the most commonly cited challenge to influencing and relationship building.

## **Looking forward**

- 7.16. The About Time grant programmes have confirmed the importance of support for young adult carers, while Carers Trust has developed its knowledge, expertise and body of evidence in relation to this group and identified it as a specific priority within its strategy.
- 7.17. Further funding has been secured by Carers Trust and individual Network Partners to support projects focused on young adult carers. Many other Network Partners aim to mainstream their support for young adult carers by integrating it into adult services while retaining a focus on young adult carers' specific needs.
- 7.18. Carers Trust has developed sustainability and cost benefit analysis tools to support continued development of support for young adult carers. An initial analysis of Time for Change grants indicates that support to young adult carers is creating significant savings to the state from prevented costs.

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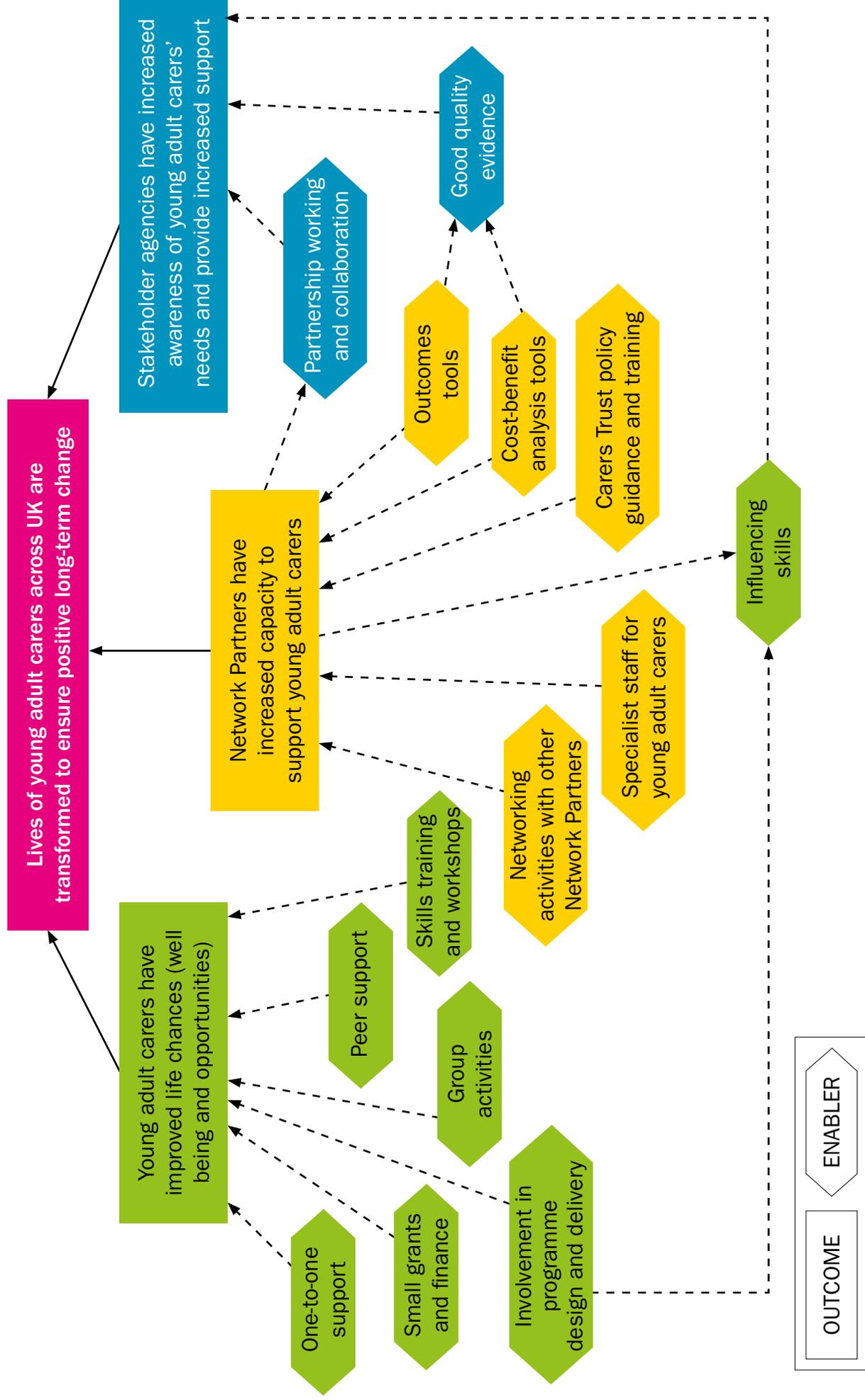
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# Appendices

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1. About Time Grant programmes theory of change
2. List of projects funded
3. Demographic data for young adult carers participating
4. Carers Star data on outcomes
5. Take Action and Support data on NEET status

# Appendix 1: About Time Grant programmes theory of change



## Appendix 2:

### List of projects funded

#### Time for Change Round One

| Network Partner                                                        | Region/<br>Nation       | Amount<br>Awarded | Months |
|------------------------------------------------------------------------|-------------------------|-------------------|--------|
| Action for Family Carers (AffC)                                        | East                    | £41,975           | 18     |
| Carers Trust Barnet Carers Centre                                      | London                  | £42,895           | 24     |
| Blackpool Carers Centre                                                | North West              | £42,786           | 18     |
| Carer Support Wiltshire                                                | South West              | £42,998           | 12     |
| Carers Resource (Harrogate & Craven,<br>Bradford & Airedale)           | Yorkshire<br>and Humber | £41,979           | 24     |
| Carers Trust Cambridgeshire Crossroads<br>Care Service (Peterborough)  | East                    | £42,203           | 18     |
| Carers Trust 4All Crossroads Care Service                              | North West              | £42,270           | 18     |
| Carers Trust Tyne & Wear Crossroads<br>Carer Services                  | North East              | £42,987           | 24     |
| Carers Trust Phoenix Crossroads Care and<br>Carer Services             | South West              | £42,695           | 24     |
| Helensburgh & Lomond Carers                                            | Scotland                | £43,000           | 18     |
| Kingston Carers Network                                                | London                  | £42,993           | 24     |
| Manchester Carers Centre                                               | North West              | £42,930           | 12     |
| NEWCIS Flintshire                                                      | Wales                   | £43,000           | 24     |
| Perth & Kinross Association of Voluntary<br>Service (PKAVS) Carers Hub | Scotland                | £41,712           | 24     |
| Redbridge Carers Support Service                                       | London                  | £42,386           | 24     |
| Renfrewshire Carers Centre                                             | Scotland                | £43,000           | 12     |
| Salford Young Carers Service                                           | North West              | £34,188           | 24     |
| Sunderland Carers Centre                                               | North East              | £41,145           | 24     |
| The Carers Centre (Bath and North East<br>Somerset)                    | South West              | £42,711           | 18     |
| Brighton and Hove Carers Centre                                        | South East              | £42,996           | 24     |
| York Carers Centre                                                     | Yorkshire<br>and Humber | £42,960           | 24     |
| <b>Total</b>                                                           |                         | <b>£885,809</b>   |        |

## Take Action and Support Round One

| Network Partner                   | Region/<br>Nation | Amount<br>Awarded | Months |
|-----------------------------------|-------------------|-------------------|--------|
| Blackpool Carers Centre           | North West        | £8,400            | 6      |
| Norfolk Carers Support            | East              | £10,500           | 6      |
| Carers in Bedfordshire            | East              | £10,500           | 7      |
| Northamptonshire Carers           | Midlands          | £10,500           | 6      |
| Derbyshire Carers Association     | Midlands          | £10,500           | 6      |
| Carers Association South Tyneside | North East        | £10,500           | 6      |
| Dumfries & Galloway Carers Centre | Scotland          | £9,800            | 6      |
| Renfrewshire Carers Centre        | Scotland          | £8,400            | 6      |
| Credu (Powys Carers Service)      | Wales             | £10,500           | 6      |
| <b>Total</b>                      |                   | <b>£89,600</b>    |        |

## Time for Change Round Two

| Network Partner                                          | Region/<br>Nation   | Amount<br>Awarded | Months |
|----------------------------------------------------------|---------------------|-------------------|--------|
| Action for Family Carers                                 | East                | £42,911           | 24     |
| Camden Carers Centre                                     | London              | £43,000           | 18     |
| Carers Bucks                                             | South East          | £42,998           | 18     |
| Carers First                                             | South East          | £43,000           | 18     |
| Carers Support Centre Bristol &<br>South Gloucestershire | South West          | £42,990           | 18     |
| Carers Trust Heart of England                            | Midlands            | £42,969           | 18     |
| Carers Trust Cambridgeshire Crossroads<br>Care Service   | East                | £43,000           | 18     |
| Carers Trust Carmarthenshire Crossroads Care             | Wales               | £43,000           | 18     |
| East Renfrewshire Carers Centre                          | Scotland            | £39,381           | 24     |
| Falkirk and Clackmannanshire Carers Centre               | Scotland            | £42,853           | 18     |
| Hillingdon Carers Centre                                 | London              | £39,490           | 24     |
| Newcastle Carers                                         | North East          | £42,458           | 18     |
| Newry & Mourne Carers Centre <sup>3</sup>                | Northern<br>Ireland | £41,548           | 6      |
| Credu (Powys Carers Centre)                              | Wales               | £42,920           | 18     |

3 Project delivered for six months ahead of centre closure.

| Network Partner               | Region/<br>Nation | Amount<br>Awarded | Months |
|-------------------------------|-------------------|-------------------|--------|
| Wandsworth Carers Centre      | London            | £43,000           | 18     |
| West Cumbria Carers Centre    | North West        | £40,752           | 18     |
| Wrexham Carers Service (AVOW) | Wales             | £38,380           | 18     |
| <b>Total</b>                  |                   | <b>£714,650</b>   |        |

### Take Action and Support Round Two

| Network Partner                                                                         | Region/<br>Nation       | Amount<br>Awarded | Months |
|-----------------------------------------------------------------------------------------|-------------------------|-------------------|--------|
| The Carers Centre (Bath & North East Somerset)                                          | South West              | £14,900           | 8      |
| Carers Leeds                                                                            | Yorkshire<br>and Humber | £14,713           | 8      |
| Carers Lewisham                                                                         | London                  | £14,958           | 8      |
| Carers of Barking and Dagenham                                                          | London                  | £14,985           | 8      |
| Carers Support Wiltshire                                                                | South West              | £14,435           | 8      |
| Carers Trust Cheshire and Warrington                                                    | North West              | £14,550           | 12     |
| Carers Trust 4all Crossroads Care Service <sup>4</sup>                                  | North West              | £15,000           |        |
| Carers Trust Phoenix Crossroads Care and Carer Services                                 | South West              | £13,442           | 11     |
| Kernow Carers Service                                                                   | South West              | £15,000           | 8      |
| Crossroads Care East Anglia <sup>5</sup>                                                | East                    | £15,000           |        |
| Falkirk and Clackmannanshire Carers Centre                                              | Scotland                | £12,963           | 8      |
| Kingston Carers Network                                                                 | London                  | £14,812           | 8      |
| Manchester Carers Centre                                                                | North West              | £14,228           | 8      |
| Carers Trust Southern Regional Carers Centre also known as Newry & Mourne Carers Centre | Northern<br>Ireland     | £15,000           | 8      |
| Northamptonshire Carers                                                                 | Midlands                | £15,000           | 8      |
| Suffolk Family Carers                                                                   | East                    | £14,998           | 8      |
| Wrexham Carers Service (AVOW)                                                           | Wales                   | £11,442           | 12     |

<sup>4</sup> Project did not start (no beneficiary data provided).

<sup>5</sup> The organisation closed (no beneficiary data provided)

| Network Partner                                                    | Region/<br>Nation | Amount<br>Awarded | Months |
|--------------------------------------------------------------------|-------------------|-------------------|--------|
| Carers Trust Cambridgeshire Crossroads Care Service (Peterborough) | East              | £14,921           | 8      |
| Brent Carers Centre                                                | London            | £14,561           | 10     |
| Norfolk Carers Support                                             | East              | £14,903           | 10     |
| Solihull Carers Centre                                             | Midlands          | £15,000           | 10     |
| City & Hackney Carers Centre                                       | London            | £14,500           | 8      |
| Wandsworth Carers Centre                                           | London            | £14,685           | 11     |
| <b>Total</b>                                                       |                   | <b>£333,996</b>   |        |

### Take Action and Support Round Three

| Network Partner                                            | Region/<br>Nation       | Amount<br>Awarded | Months |
|------------------------------------------------------------|-------------------------|-------------------|--------|
| Blackpool Carers Centre                                    | North West              | £5,000            | 8      |
| Enfield Carers Centre                                      | London                  | £5,000            | 6      |
| Swansea Carers Centre                                      | Wales                   | £5,000            | 6      |
| Sutton Carers Centre                                       | London                  | £5,000            | 6      |
| Carers Trust in Greater Manchester Crossroads Care Service | North West              | £5,000            | 6      |
| Carers Support Merton                                      | London                  | £5,000            | 6      |
| Sheffield Carers Centre                                    | Yorkshire<br>and Humber | £5,000            | 6      |
| WCD Young Carers (Wrexham, Conwy & Denbighshire)           | Wales                   | £5,000            | 6      |
| Trafford Carers Centre                                     | North West              | £5,000            | 6      |
| Carers Support Ashford                                     | South East              | £5,000            | 6      |
| Crossroads Care South East London <sup>6</sup>             | London                  | £5,000            | 6      |
| Bridgend Carers Centre                                     | Wales                   | £5,000            | 6      |
| Care for the Carers <sup>7</sup>                           | South East              | £5,000            | 13     |
| <b>Total</b>                                               |                         | <b>£65,000</b>    |        |

6 Redefined as research project (no beneficiary data provided).

7 Project extension granted.

## Time for Change Round Three

| Network Partner                                                 | Region/<br>Nation       | Amount<br>Awarded | Months |
|-----------------------------------------------------------------|-------------------------|-------------------|--------|
| Blackburn with Darwen Carers Service                            | North West              | £38,737           | 18     |
| Borders Carers Centre                                           | Scotland                | £37,222           | 18     |
| Carers Gloucestershire                                          | South West              | £43,000           | 18     |
| Carers Link Lancashire                                          | North West              | £42,876           | 18     |
| Carers Resource (Harrogate & Craven,<br>Bradford & Airedale)    | Yorkshire<br>and Humber | £42,252           | 18     |
| Blackpool Carers Centre                                         | North West              | £43,019           | 18     |
| Carers Trust North Wales Crossroads Care<br>Services (Anglesey) | Wales                   | £42,257           | 18     |
| Carers Trust Cambridgeshire Crossroads<br>Care Service          | East                    | £42,837           | 18     |
| Carers Trust Cheshire and Warrington                            | North West              | £42,680           | 18     |
| Kernow Carers Service                                           | South West              | £43,000           | 18     |
| Carers Trust South East Wales                                   | Wales                   | £42,959           | 18     |
| Enfield Carers Centre                                           | London                  | £41,880           | 18     |
| Hambleton & Richmondshire Carers Centre                         | Yorkshire<br>and Humber | £42,278           | 18     |
| Norfolk Carers Support                                          | East                    | £41,274           | 18     |
| Sheffield Carers Centre                                         | Yorkshire<br>and Humber | £40,073           | 18     |
| Solihull Carers Centre                                          | Midlands                | £42,013           | 18     |
| Swansea Carers Centre                                           | Wales                   | £42,756           | 18     |
| South Ayrshire Carers Centre                                    | Scotland                | £42,988           | 18     |
| <b>Total</b>                                                    |                         | <b>£754,101</b>   |        |

## Take Action and Support Round Four

| Network Partner                                                                                         | Region/<br>Nation   | Amount<br>Awarded | Months |
|---------------------------------------------------------------------------------------------------------|---------------------|-------------------|--------|
| Brent Carers Centre                                                                                     | London              | £5,000            | 9      |
| Carers Association South Tyneside                                                                       | North East          | £5,000            | 9      |
| Carers First                                                                                            | South East          | £5,000            | 9      |
| Carers in Bedfordshire                                                                                  | South East          | £5,000            | 6      |
| Carers Lewisham                                                                                         | London              | £5,000            | 6      |
| Carers of Barking and Dagenham                                                                          | London              | £5,000            | 6      |
| Connecting Carers                                                                                       | Scotland            | £5,000            | 6      |
| Carers Trust Lanarkshire<br>Carers Centre                                                               | Scotland            | £5,000            | 6      |
| Carers Trust Southern Regional Carers Centre<br>also known as Newry & Mourne Carers Centre <sup>8</sup> | Northern<br>Ireland | £5,000            | 6      |
| Credu (Powys Carers Centre                                                                              | Wales               | £5,000            | 6      |
| Swindon Carers Centre                                                                                   | South West          | £5,000            | 6      |
| Trafford Carers Centre                                                                                  | North West          | £5,000            | 6      |
| West Norfolk Carers Association                                                                         | East                | £5,000            | 6      |
| <b>Total</b>                                                                                            |                     | <b>£65,000</b>    |        |

8 Project did not complete due to Network Partner closure (no beneficiary data provided).

## Appendix 3:

### Demographic data for young adult carers participating

|                         |                                  | Time for Change | Take Action and Support | All programmes | Census (England and Wales 14–25 population) |
|-------------------------|----------------------------------|-----------------|-------------------------|----------------|---------------------------------------------|
| Gender                  | Male                             | 35%             | 35%                     | 35%            | 49%                                         |
|                         | Female                           | 65%             | 65%                     | 65%            | 51%                                         |
| Disability <sup>9</sup> | Yes                              | 19%             |                         |                | 18%                                         |
| Ethnicity               | Asian/Asian British              | 7%              | 7%                      | 7%             | 7%                                          |
|                         | Black/Black British              | 5%              | 11%                     | 7%             | 3%                                          |
|                         | Mixed ethnic group               | 3%              | 4%                      | 3%             | 2%                                          |
|                         | White                            | 84%             | 78%                     | 83%            | 87%                                         |
|                         | Other ethnic group <sup>10</sup> | 1%              |                         |                | 1%                                          |

## Appendix 4:

### Carers Star data on outcomes

Carers Star is designed to be completed collaboratively as an integral part of keywork. All versions consist of a number of scales based on an explicit model of change. An Outcomes Star reading is agreed between the worker and service user at or near the beginning of the service user's time with the project. Using the ladders or other scale descriptions, they identify together where on their journey of change the service user is for each outcome area.

| Carers Star outcome areas | Carers Star model of change |
|---------------------------|-----------------------------|
| 1. Health                 | 1. Cause for concern        |
| 2. The caring role        | 2. Getting help             |
| 3. Managing at home       | 3. Making changes           |
| 4. Time for yourself      | 4. Finding what works       |
| 5. How you feel           | 5. As good as it can be     |
| 6. Finances               |                             |
| 7. Work                   |                             |

<sup>9</sup> Information on disability not routinely collected for some Take Action and Support projects.

<sup>10</sup> This data not routinely available for Take Action and Support projects.

### Distance travelled for Time for Change programme using first and latest stars

| Time for Change data |               | Total young adult carers | Average of first stars | Average of latest stars | Improved outcomes | Same | Worse |
|----------------------|---------------|--------------------------|------------------------|-------------------------|-------------------|------|-------|
| Round One            | Total numbers | 132                      | 3.5                    | 4.1                     | 106               | 7    | 19    |
|                      | %             |                          |                        |                         | 80%               | 5%   | 14%   |
| Round Two            | Total numbers | 152                      | 3.4                    | 3.9                     | 108               | 16   | 28    |
|                      | %             |                          |                        |                         | 71%               | 11%  | 18%   |
| Round Three          | Total numbers | 149                      | 3.3                    | 3.6                     | 103               | 16   | 30    |
|                      | %             |                          |                        |                         | 69%               | 11%  | 20%   |
| All rounds           | Total numbers | 433                      | 3.4                    | 3.8                     | 317               | 39   | 77    |
|                      | %             |                          |                        |                         | 73%               | 9%   | 18%   |

## Appendix 5: Take Action and Support outcomes data (NEET status)

### NEET status of young adult carers (Rounds One and Two)

|                                    | NEET             | Employed  | In education/<br>learning | In training | Self-<br>employed | Prefer not<br>to say | Total      |
|------------------------------------|------------------|-----------|---------------------------|-------------|-------------------|----------------------|------------|
| Round One<br>pre-intervention      | 51 (54%)         | 17        | 59                        | 3           | 0                 | 5                    | <b>135</b> |
| Round Two<br>pre-intervention      | 277 (32%)        | 45        | 390                       | 14          | 2                 | 25                   | <b>703</b> |
| <b>Total<br/>pre-intervention</b>  | <b>328 (38%)</b> | <b>62</b> | <b>449</b>                | <b>17</b>   | <b>2</b>          | <b>30</b>            | <b>838</b> |
| Round One<br>post-intervention     | 19 (15%)         | 26        | 64                        | 15          | 0                 | 7                    | <b>131</b> |
| Round Two<br>post-intervention     | 126 (18%)        | 72        | 431                       | 64          | 2                 | 23                   | <b>718</b> |
| <b>Total<br/>post-intervention</b> | <b>145 (18%)</b> | <b>98</b> | <b>495</b>                | <b>79</b>   | <b>2</b>          | <b>30</b>            | <b>849</b> |



## **Carers Trust**

32–36 Loman Street  
London SE1 0EH

Tel: 0300 772 9600

Email: [info@carers.org](mailto:info@carers.org)

[Carers.org](http://Carers.org)

[professionals.carers.org](http://professionals.carers.org)



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