

# Carers Trust About Time Grant Programmes

## Evaluation Report

Phase 3: December 2016–October 2017





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# Acknowledgements

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# Contents

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	<b>Executive summary</b>	<b>2</b>
<b>1</b>	<b>Introduction</b>	<b>5</b>
<b>2</b>	<b>Programme information</b>	<b>7</b>
<b>3</b>	<b>Outcomes: Time for Change</b>	<b>10</b>
<b>4</b>	<b>Outcomes: Take Action and Support</b>	<b>20</b>
<b>5</b>	<b>Influencing policy and practice</b>	<b>26</b>
<b>6</b>	<b>Outcomes: Network Partners</b>	<b>29</b>
<b>7</b>	<b>Conclusion</b>	<b>33</b>
	<b>Appendices</b>	<b>35</b>

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# Executive summary



## Introduction

This is the evaluation of the third and final phase of the Time for Change and Take Action and Support grant programmes that form part of Carers Trust's overall About Time programme. The funding programmes included within Phase 3 of the evaluation are Time for Change Round Three and Take Action and Support Round Four.

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.

## Methodology

Analysis for this evaluation is drawn from the following sources:

- Monitoring reports for all projects.
- Carers Star data showing distance travelled.
- Visits to three funded projects, including interviews with six Carers Trust Network Partner staff and two young adult carers.
- A consultation meeting with four members of Carers Trust staff.

## Outcomes for young adult carers

Over 2,000 young adult carers benefited from the About Time grant programmes in Phase 3 – 1,562 from Time for Change Programme Round Three and 490 from Take Action and Support Round Four projects.

Time for Change was highly effective in reaching young adult carers for the first time with 63% of participants being new to the organisations.

The demographics of participating young adult carers are not significantly different to previous phases. Females are slightly over-represented among participants, with about two-thirds being female. This compares with 51% from Census data (for carers aged 14–25).

Carers Star data for Time for Change show improved outcomes for 69% of young adult carers (based on data collected over two points in time for about 10% of young adult carers). The extent of change was greatest for work and education, time for yourself and emotional wellbeing, reflecting the focus of the programme activities. Health showed very little improvement.

Take Action and Support Round Four is seen as a flexible programme that enabled Network Partners to use a small amount of money in a creative way to achieve a range of outcomes. There is evidence from some Network Partners with Take Action and Support funding of young adult carers experiencing improved skills and confidence; increased positive mental health and a reduction in numbers of those not in education, employment or training (NEET). There was no systematic recording of outcomes for this programme of relatively small grants, although many projects developed their own tools for assessing outcomes.

## **Influencing and awareness raising**

There is evidence of influencing and awareness raising, particularly within further and higher education. There has also been some influencing activity within the health and employment fields. Partnership work with schools and colleges appears particularly effective in identifying young adult carers and increasing access to support. One Network Partner developed a strategic relationship with a mental health trust and there is greater potential to develop partnerships with these providers.

## **Benefits for Network Partners**

The main benefits of the programmes for Network Partners were:

- Increased reach to young adult carers.
- New and wider networks.
- Increased skills and experience to apply in developing future services.

Network Partners particularly valued the ability to provide holistic support under Time for Change and the flexibility of Take Action and Support, including the provision of small grants.

Capacity has been stretched to cover the range of demands posed by supporting this particular group of carers – the resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership working. Network Partners have continued to report mixed views on the Carers Star, with some using it effectively to support young adult carers and demonstrate outcomes while others find it burdensome and not always meeting needs.

## Effective strategies

Effective strategies in achieving outcomes for young adult carers are:

- Developing partnerships with external agencies to identify young adult carers.
- Systems for allocating intensive support.
- Use of social media and online tools to maintain engagement and develop peer support.
- Involvement of young adult carers in profile raising and peer support activities, which builds skills and confidence.
- Use of incentives such as gym membership or relaxation sessions to engage young adult carers.
- Use of referrals to other agencies to improve the range of support.
- Developing a good practice charter/accreditation for service providers.

The main challenges to achieving outcomes for young adult carers are:

- Identification of and consistent engagement by young adult carers.
- The extent of mental health issues within this group.
- The level of support required and the impact on resourcing.
- Engagement with external agencies.
- For Take Action and Support, specifically, the funding amount and length.

Limited resources within the voluntary and public sector in general is the most commonly cited challenge to successful influencing.

# 1

## Introduction



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 evaluation

- 1.1. This is the third phase of the Time for Change grant programme and the Take Action and Support grant programme that form part of Carers Trust's overall About Time programme. Reports for Phase 1 and Phase 2 are available separately. See [professionals.carers.org/About-Time-Grant-Evaluations](https://professionals.carers.org/About-Time-Grant-Evaluations).
- 1.2. 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 from society and feeling alienated from having long-term goals as a result of their caring role. Time for Change and Take Action and Support were two of those projects.

## Methodology

1.3. The funding programmes included within Phase 3 of the evaluation are:

- Time for Change Round Three.
- Take Action and Support Round Four.

A list of projects funded by each programme is given in Appendices 1 and 2. Round Three funding for Time for Change totalled £754,101 and comprised 18 grants of up to £43,000 for projects of 18 months. Take Action and Support Round Four funding totalled £65,000 and comprised 13 grants of £5,000 covering a period of eight months, with 12 projects completed. More information on the programmes is given in the Phase 1 and Phase 2 evaluation reports, see [professionals.carers.org/About-Time-Grant-Evaluations](http://professionals.carers.org/About-Time-Grant-Evaluations).

1.4. The framework and analysis for this phase of the evaluation was agreed with Carers Trust in September 2016. The evaluation framework is provided in Appendix 3.

1.5. Analysis for this evaluation is drawn from the following sources:

- Monitoring reports for all projects.
- Carers Star data<sup>1</sup> showing distance travelled.
- Visits to three funded projects, including interviews with six Network Partner staff and two young adult carers.
- A consultation meeting with four members of Carers Trust staff.

A list of contributors is provided in Appendix 4.

1.6. Network Partners receiving funding from Time for Change Round Three were required to use the Carers Star as a standardised tool for measuring outcomes for the young adult carers. More information on the Carers Star is given in Appendix 5. Of the 1,562 young adult carers participating, initial stars were completed for 441 (30%) and two stars (enabling measurement of distance travelled) for 149 young adult carers (10%).

1.7. Quotations from Network Partners and young adult carers are included and attributed where permission was given. Examples that refer to specific Network Partners are drawn from monitoring reports or visits.

Carers Trust defines young adult carers as young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction. Statistics and research in this publication came out of the Carers Trust About Time work, which engaged with young adult carers aged 14–25.

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1 Carers Star is part of the Outcomes Star™ series of evidence-based tools that measure and support progress for service users towards self-reliance or other goals. See <http://www.outcomesstar.org.uk/carers-star/>.

# 2

## Programme information



- How many and what types of young adult carers have participated in the Time for Change and Take Action and Support projects?
- How have immediate and broader issues been addressed by the programmes?

### Introduction

- 2.1 This section presents information on numbers and backgrounds of young adult carers participating and briefly outlines the approaches by Network Partners in each programme. Information on the outcomes of the projects is provided in Chapters 4 and 5.
- 2.2 1,562 young adult carers benefited from Time for Change Programme Round Three projects. 490 young adult carers in total benefited from Take Action and Support Round Four projects. The maximum number of young adult carers benefiting from projects in this phase is therefore 2,052.
- 2.3 978 (63%) of the young adult carers involved in the Time for Change Round Three projects were new to the organisations. This programme therefore had significant success in being able to identify and support young adult carers who were previously not receiving support. This information was not collected for Take Action and Support Round Four projects due to the relatively small grant size.

### Participation by young adult carers

- 2.4 Demographic information on young adult carers participating in projects was collected on monitoring forms for the majority of young adult carers and is presented in Table 1 overleaf.

**Table 1: Profile of participating young adult carers (where characteristic stated)**

	Time for Change Round Three	Take Action and Support Round Four
<b>Gender</b> (% female)	66%	64%
<b>Disability</b> (% identified disabled)	19%	8%
<b>Ethnicity</b>		
% Asian/Asian British	4%	7%
% Black/Black British	8%	13%
% Mixed/multiple ethnic groups	4%	3%
% White	83%	77%
% Other ethnic groups	1%	0%
<b>Sexuality</b> (% LGBT)	8%	7%
<b>Caring role</b> (% full time)	25%	n/a
<b>Not in education, employment or training (NEET)</b>	20%	n/a
<b>Total young adult carers participating<sup>2</sup></b>	<b>1,562</b>	<b>458</b>

- 2.5 Although there is not demographic data for the population of young adult carers, there is Census data for carers aged under 25 as outlined in the Phase 1 and 2 evaluation reports. The profile of young adult carers is similar to that in Phase 2 and broadly representative of that for carers aged under 25, with female participants slightly over-represented.

## Programme activities

### Time for Change

- 2.6 The Time for Change grant programme offers practical and holistic support to young adult carers aged 14–25, typically providing support over a period of time. Project activities include: one-to-one support; group activities, including social activities and skills-based sessions; specific support related to education and employment and awareness raising and training with partners (see Chapter 3 for more details).

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2 Not all data was reported for each characteristic. Percentages are based on the totals of those with data for each characteristic and not necessarily on 1,562.

## Take Action and Support

- 2.7 The programme structure remained unchanged from Round Three. Network Partners could apply for grants to cover at least two of the following three priorities:
- Provide small grants (of up to £150 each) to young adult carers to address the immediate personal barriers to their engaging with education, employment and training opportunities (11 of the 12 projects).
  - Deliver residential events, workshops or training sessions aimed at addressing barriers to accessing education, employment or training for groups of young adult carers (all 12 projects).
  - Support the development and running of professional steering group meetings for stakeholders (such as employers, trainers and educational personnel) focused on improving young adult carers' engagement with employment, training and education opportunities (two of the 12 projects).
- 2.8 Network Partners had flexibility to design the project to meet the needs of young adult carers who are NEET in their area. This included small grants which were awarded for contributions towards: equipment; mobile phones; clothing; driving lessons; laptops or travel costs including travel to university open days. There were 126 small grants awarded in total. Residential events included employability workshops, outdoor activities and stress and anger management. Steering groups focused on working with health and education partners through local strategic forums.

### Key points

- Over 2,000 young adult carers benefited from the programmes in this period.
- The Time for Change programme had significant success in being able to identify young adult carers who were previously not receiving support.
- The demographic profile of participating young adult carers is not significantly different to previous phases, with females slightly over-represented.
- Network Partners particularly valued the ability to provide holistic support under Time for Change and the flexibility of Take Action and Support including provision of small grants.

# 3

## Outcomes: Time for Change



- To what extent have Time for Change programme outcomes been achieved for young adult carers?
- What has contributed to achieving these outcomes?
- What have been the challenges?

### Introduction

- 3.1 This section presents outcomes for young adult carers as a result of the Time for Change Round Three projects. The information presented is based on monitoring from 18 Time for Change projects and Carers Star data for 149 young adult carers. An overview is presented and then each domain of the Carers Star is considered in more detail, along with effective strategies, challenges and learning. It should be noted that with the complex range of external factors associated with caring and the transition to adult life, domain scores can fluctuate significantly and go up as well as down, for example as a result of a bereavement or worsening of health issues.

### Overview

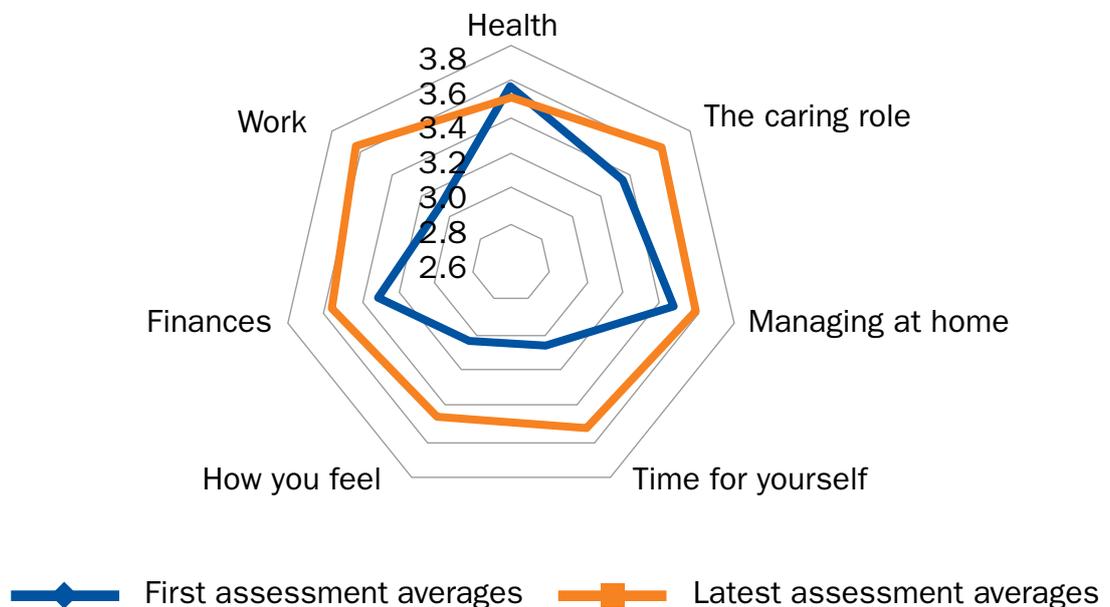
- 3.2 Table 2 and Chart 1 presents Carers Star data across two points in time for 149 young adult carers, demonstrating the difference as a result of the interventions. It should be noted that this is a relatively small sample (10%) of the young adult carers participating and so the results should be seen as illustrative.

**Table 2: Carers Star data for Time for Change projects (based on data for 149 young adult carers)**

Carers Star outcome areas <sup>3</sup>	First assessment averages	Latest assessment averages	Change between two assessments
Health	3.6	3.5	0.1
The caring role	3.4	3.6	0.2
Managing at home	3.5	3.6	0.1
Time for yourself	3.0	3.5	0.5
How you feel	3.0	3.5	0.5
Finances	3.3	3.6	0.3
Work	3.1	3.6	0.5
<b>Average across all domains</b>	<b>3.3</b>	<b>3.6</b>	<b>0.3</b>

**Chart 1: Carers Star data for Time for Change projects**

Average change across Carers Star domain



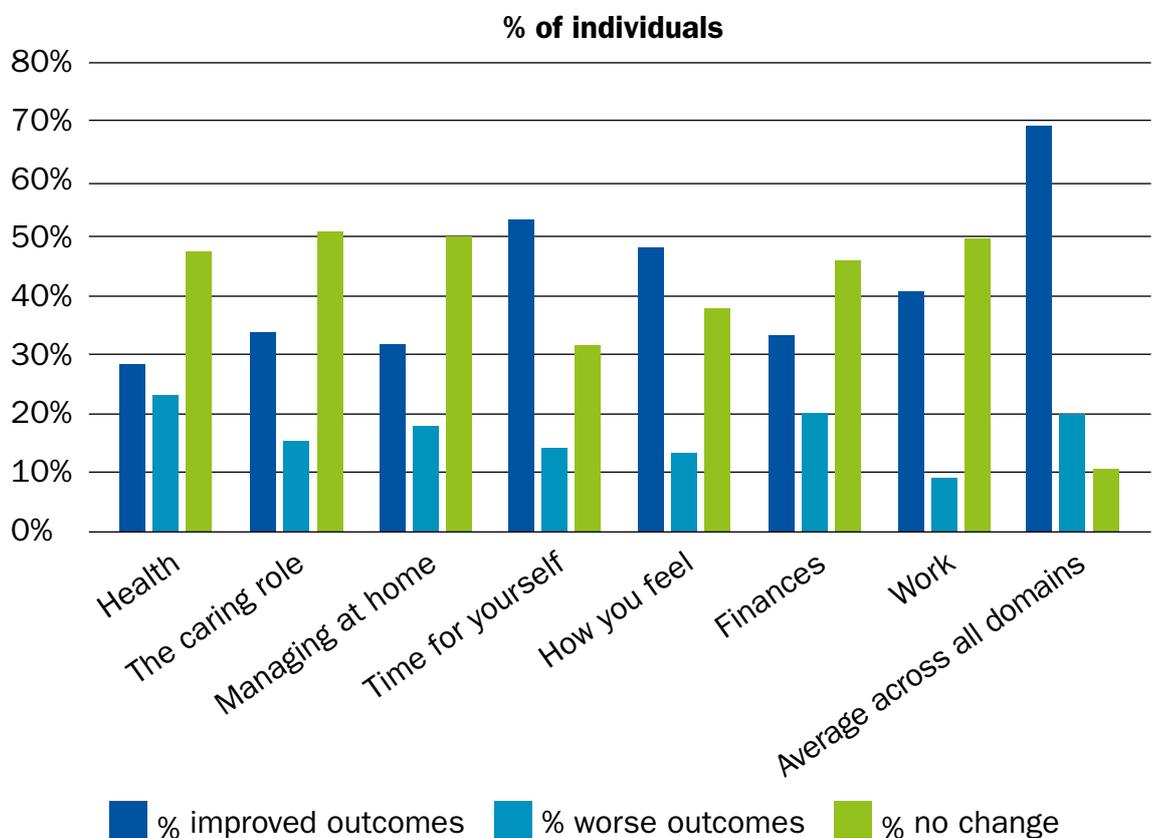
3 Carers Star model of change: 1=Cause for concern; 2=Getting help; 3=Making changes; 4=Finding what works; 5=As good as it can be.

3.3 Findings from this data sample are as follows:

- There is evidence of improved outcomes overall and across each domain.
- The lowest score at the outset was for 'Time for Yourself', which also showed one of the largest increases.
- A similarly large change was seen in the 'Work' domain.
- There was little change in the 'Health' domain.

3.4 An alternative approach to analysing Carers Star data is to consider the proportion of young adult carers with improved outcomes. This data is presented in the chart below. Detailed data is presented in Appendix 5.

**Chart 2: Changes in outcomes for individuals**



3.5 There is evidence that 69% of young adult carers in the sample had improved outcomes (based on the average score across all domains).

3.6 This indicator also provides evidence of positive change in each domain to varying degrees. The most positive change is for domain 4 (Time for yourself), domain 5 (How you feel) and domain 7 (Work and education). These are also the areas with greatest focus by projects.

3.7 Again, there is least change for domain 1 (Health) – this is unsurprising given that many Network Partners refer to the incidence of mental health issues experienced by young adult carers and the external factors that impact on this.

## Improved mental and physical health

- 3.8 All Network Partners contributed to improving the physical and mental health of young adult carers and any risks to them or the person they care for as a result of their health and fitness. Mental health is a particular issue for many young adult carers.

### Norfolk Carers Support

The project targeted young adult carers with mental health conditions or who care for someone with a mental health condition. 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.

- 3.9 Several Network Partners engaged with health providers to influence policy and practice in relation to young adult carers. This is discussed further in Chapter 5 of this report.

## The caring role

- 3.10 All Network Partners contributed to improved skills, understanding, support and equipment that young adult carers need to manage their caring role now and information about their options when things change.

### Kernow Carers Service

First Aid training sessions were delivered by St John's Ambulance in partnership with Action for Children with 20 attendees. The practical elements of the course were attractive to the young adult carers and it was one of the most popular courses. One young adult carer said she felt empowered as it gave her confidence in the home if her mum was unwell.

## Managing at home

- 3.11 16 of 18 Network Partners provided information on improved abilities of young adult carers to manage day-to-day tasks and improve the suitability of their homes.

### Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)

93 young adult carers have been made aware of how to access a carer's assessment and have been informed that by accessing this, it can lead to help within the caring role. To date, 41 young adult carers have benefited.

## Time for yourself

- 3.12 All Network Partners provided evidence of improving the proportion of time young adult carers spend having breaks and time for themselves.

### Carers Trust Cheshire and Warrington

Personalised opportunities for breaks are offered in conjunction with a local college which provides relaxation voucher services, using its training school facilities and students. 23 young adult carers have accessed a relaxation treatment during either a Time for Change event or activity. 35 young adult carers said that they have purposely set time aside to give themselves a break from caring.

## Emotional wellbeing

- 3.13 All Network Partners contributed to improved emotional wellbeing of young adult carers and supporting how they manage stress or anxiety arising from their caring role. Most of the activity in this area was in the form of one-to-one support.

### Carers Gloucestershire

Six young adult carers took over Gloucester FM's community radio show on Young Carers Awareness Day 2017 which focused on the aspirations of young and young adult carers. This gave them a platform to have a voice, raise awareness and select music, plus provided exposure to media and how radio works.

**"It was a challenge to talk on the radio for some of these young people and doing it gave them a massive confidence boost."**

## Finances

- 3.14 17 of 18 Network Partners contributed to improved abilities of young adult carers to manage their financial situations. Many Network Partners provided support in accessing funding.

### Carers Trust Cheshire and Warrington

One-to-one support includes benefit checks and assistance with paperwork. 24 young adult carers have been supported to complete paperwork and benefit forms; eight young adult carers received support with online budgeting.

### Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)

Seven young adult carers attended the Barclays Life Skills sessions which includes a money skills module and work skills module. At the end of this session they were given an online toolkit with access to computers at the library.

## Work and education

- 3.15 All Network Partners contributed to improved support for young adult carers from employers and education providers and to opportunities to access education and employment. This is a critical area in improving life chances for young adult carers and was given significant focus by many Network Partners. Further activity in influencing the policy and practice of education providers and employers is covered in Chapter 5.

### Carers Gloucestershire

Carers Gloucestershire ran an education and careers summit with 37 young adult carers attending, supported by professionals and prominent local employers. Young people took part in workshops run by Lloyds Bank, Mid Counties Co-operative, University of Gloucestershire and South West Apprenticeship Company, which covered budgeting, apprenticeships, higher education and communication skills. The event included a speed networking activity where young adult carers chatted with local employers. As well as getting information about different job roles and companies this gave young adult carers experience in interview and networking situations, increased confidence and self-esteem. Feedback from the young people included:

“Today was a great experience to discover new opportunities.”

“Speed networking was really cool!”

“I’ve learned that there are a lot of opportunities out there for us.”

## South Ayrshire Carers Centre

South Ayrshire Carers Centre provides advice and one-to-one support on job seeking and interview skills. As a result, six young adult carers have become employed in several different areas (retail, trade, council, catering and social care).

## Solihull Carers Centre

Solihull Carers Centre worked with three university outreach departments and accompanied young adult carers to taster days. These raised aspirations and allowed them to realise that university could be a future option. In addition, outreach departments delivered UCAS application workshops.

**“I’ve realised it’s possible to attend uni whilst caring for someone.”**

There was also a link with the Aim Higher programme, which runs the Unifest Summer School. This is offered by six universities across the West Midlands to give year 10 pupils a chance to spend time exploring university life, develop study skills and build confidence. Four young adult carers attended.

## Effective approaches and strategies

- 3.16 Network Partners interviewed identified the main benefits from the funding for young adult carers as being:
- Empowering young adult carers to make choices and participate in the wider world, beyond Network Partner services (**Borders Carers Centre**).
  - Increased access to further and higher education and employment opportunities (**Solihull Carers Centre**).
  - Group support, reducing social isolation and increasing ability to focus on the future (**Carers Trust North Wales Crossroads Care Service**).
- 3.17 Network Partners adopted a range of effective strategies including:
- Referrals to other agencies to improve the range of support:
    - **Blackburn with Darwen Carers Service** referred young adult carers to local authority adult social care for carer’s needs assessments and to Bill Busters for help with fuel poverty.
    - **Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)** supported young adult carers through continuing links to Citizens Advice partners’ online referral system. 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.

- o **Borders Carers Centre** is contracted by the local authority to carry out carers' assessments and develop a carers support plan. They are then well placed to refer young adult carers on to the relevant local authority service, for example to mental health agencies.
- Developing partnerships with external agencies to identify young adult carers:
  - o **Blackburn with Darwen Carers Service** worked with support staff at Blackburn College and Blackburn University to increase referrals and identify more unsupported young adult carers in education.
  - o **Carers Trust South East Wales** met with the pupil support officer and set up drop ins at Pontypool College and Usk College to meet young adult carers and discuss how support can be provided.
  - o **Carers Trust North Wales Crossroads Care Service's** involvement in the monthly Youth Engagement Panel has resulted in a number of different agencies (such as colleges, child and adolescent mental health services (CAMHS) and Jobcentre Plus) identifying young adult carers.
- Maintaining engagement with young adult carers through social media:
  - o Many Network Partners found WhatsApp groups or closed Facebook groups to be an effective way for young adult carers to contact and support each other.
- Using incentives to engage young adult carers:
  - o **Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)** found that more young adult carers were accepting support from a local authority as they offer a free gym membership as part of the carer's assessment.
- Involvement of young adult carers in profile raising and peer support activities:
  - o **Carers Gloucestershire's** monthly steering group involves 13 young adult carers to support service development, inform professionals and have a voice in issues that affect them. Two young adult carers became Carers' Rights Champions, raising awareness of young adult carers and the issues they face. One was involved in a half hour Radio 4 documentary about the challenges of leaving to go to university. Another successfully gained a placement as NHS England health champion to represent South West England.
  - o **Swansea Carers Centre** trained five young adult carers to become peer mentors who are now supporting their peers in youth clubs and trips.

- 3.18 Some Network Partners identified the use of the Carers Star as a success in assessing, monitoring and meeting needs of those supported on the project:

“The use of this method has made signposting and external referrals quicker and easier for the young people.”

**Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)**

“A very good tool in capturing information about the young adult carer’s life. (However, these take up time to complete with young people which subsequently takes up the young adult carer staff time).”

**Swansea Carers Centre**

## Challenges

- 3.19 The main challenges can be summarised as:

- Identification of and consistent engagement by young adult carers.
- The extent of mental health issues within this group.
- The level of support required and its impact on resourcing.

“It is an ongoing challenge to identify young adult carers. Referrals have been lower than anticipated, however levels of support have been extremely high and needs have been complex. Many of the young adult carers had chaotic backgrounds and lifestyles and a holistic approach to the family situation is required. This takes time as any positive changes to the family situation need to be built upon a firm foundation of mutual trust. This can be challenging at times as families have developed a culture of reliance on their young people to meet their needs rather than services, resulting in lack of choice in relation to the caring situation and a failure to reach personal goals.”

**Borders Carers Centre**

“Challenges are initial engagement (due to social anxiety, fear of change, fear of the unknown, fear of involvement with ‘outside agencies’) and continued engagement as positive life changes can lead to disengagement from services, causing difficulty for follow up and effective evaluation of service/Carers Star reviews. There are high numbers of the one-to-one caseload with diagnosed mental health conditions and many others experience symptoms of anxiety and depression.”

**Carers Gloucestershire**

## Key points

- Carers Star data for a sample (10%) show improved outcomes for 69% of young adult carers.
- The extent of change was greatest for work and education, time for yourself and emotional wellbeing, reflecting the focus of programme activities. Health showed very little improvement and many Network Partners refer to the incidence of mental health issues experienced by young adult carers and the external factors that impact on this.
- Effective strategies in achieving outcomes are:
  - o Use of referrals to other agencies to improve the range of support.
  - o Developing partnerships with external agencies to identify young adult carers.
  - o Maintaining engagement with young adult carers through social media.
  - o Use of incentives such as gym membership and relaxation sessions to engage young adult carers.
  - o Involvement of young adult carers in profile raising and peer support activities.
- The main challenges to achieving outcomes are:
  - o Identification of and consistent engagement by young adult carers.
  - o Extent of mental health issues within this group.
  - o The level of support required and impact on resourcing.

# 4

## Outcomes: Take Action and Support



- To what extent have Take Action and Support programme outcomes been achieved for young adult carers?
- What has contributed to achieving these outcomes?
- What have been the challenges?

### Introduction

4.1 This section presents outcomes for young adult carers as a result of the Take Action and Support Round Four projects. The information presented here is based on monitoring forms for 12 grants. Projects chose at least two from the following strands of activity:

- Small grants.
- Activities, workshops or events.
- Professional steering group meetings.

### Small grant strand

4.2 11 partners awarded small grants to young adult carers and these often made a significant difference, both in practical terms and in feeling supported. Although not systematically documented, there is evidence that these grants supported young adult carers to achieve a range of outcomes as detailed overleaf.

Network Partner	Amount	Need addressed	Feedback
Carers Association in South Tyneside	£50	Interview outfit	“Without this money, I would not have been able to attend my interview due to my lack of interview outfit. It made me look professional and I got the job.”
Connecting Carers	£180	Contribution towards driving lessons	“Thank you, the boost to help me to drive has been a dream, I couldn’t see how this was going to be possible without the grant. I now have a licence.”
Carers Trust Lanarkshire Carers Centre	£150	Funding for transport to Edinburgh University	“Getting this grant has been a huge help and has let me continue at uni.”
West Norfolk Carers Association	£14	GCSE revision books	“I was worried about not having all the books I needed, Mum couldn’t afford them all. I was finding history very hard and wanted to quit but having the books means I can increase my knowledge and they will help me at home and at school.”

## Activities strand

- 4.3 All 12 projects ran activities aimed at addressing barriers in accessing employment, education and training. Network Partners had flexibility to develop relevant programmes, which included residential sessions, workshops and one-to-one support.
- 4.4 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. However, there is evidence from some Network Partners of improved skills and confidence, increased positive mental health and a reduction in numbers of young adult carers who are NEET. Specific examples follow.

## Credu (Powys Carers Centre)

After a five-day residential event at the Outward-Bound Trust in Ullswater:

- 66% of participants felt they were more aware of their strengths.
- 83% felt more awareness around the skills they felt needed more development.
- 75% reported feeling more confident about themselves.
- 50% thought that they were better able to solve problems in the future.
- 100% found that they were more aware of other people's skills and qualities.
- 66% reported that they felt that because of this experience that they would be more likely to keep going when faced with difficulties in the future (indicating resilience building among a group of young people with significant emotional and mental issues).

## Carers of Barking and Dagenham

A residential for 16 young adult carers included: employability workshops; one-to-one training support around the needs of the person they care for (mainly mental health issues); stress and anger management; financial support to access a college/university course and university open days; ongoing CV support service; ongoing educational and employment support and social activities. A total of 50 young adult carers attended throughout the course of the project.

### Key achievements

- Young adult carers aspiring to go to university to further their studies or to undertake education or training to gain qualifications.
- Improved attendance in school/college/university.
- Young adult carers feeling positive about the future, becoming more sociable and having more knowledge of social support services.
- More young adult carers involved in other youth services.
- All young adult carers in education, training or employment apart from one, for whom paid employment is not an appropriate option but for whom the project has provided support to get a volunteering role at a local organisation.

## Professional steering group strand

4.5 Take Action and Support projects were involved in influencing policy and practice, which is covered in Chapter 5. Only two of the 12 completed projects focused on developing professional steering group meetings for stakeholders and these are described briefly below:

- **Credul (Powys Carers Centre)** became a member of Denbighshire Council's Health and Wellbeing group, developing links with the Healthy Schools Co-ordinator, Education Social Work Team and Barnardo's. The main aim was to raise awareness of the support needed in schools for young carers (prior to transitioning to the age at which they would be considered young adult carers), particularly in improving mental resilience. This has resulted in issues related to young carers being on the group's agenda, with a specific outcome being the rolling out of a self-harm programme to better support young carers. The project also explored the potential of the Open University's Open Learn programme to meet the needs of young adult carers who miss significant amounts of school or college but who want to go onto higher education. They hope to run a pilot programme in the near future.
- **West Norfolk Carers Association** held planning and development sessions looking at the needs of young adult carers at school and college and has begun to engage with local schools and the college to help staff better support the needs of young adult carers. It has held two focus groups inviting participation from other organisations offering support to young adult carers. This work will continue as a further legacy of the project and as funds allow.

## Effective strategies and approaches

4.6 Carers Trust staff felt that the flexibility of the programme was one of its strengths. Network Partners had scope to deliver a diverse range of workshops including CV writing, health and wellbeing and tailored one-to-one sessions. Small grants were also very well received and enabled tangible benefits and timely support to young adult carers.

“The support and flexibility in how to make the most of the grant given has been tremendously helpful.”

**Carers First**

“This is the first time I have had a budget that was flexible on how we overcome barriers for carers. The grants of up to £150 made a huge difference to the young adult carers. We can achieve goals within a reasonable period and carers are grateful for the help.”

#### **Carers in Bedfordshire**

“The grant funding facilitated a great trip that proved transformative for a group of isolated young adult carers. The grant also highlighted a lot of the issues and barriers faced by young adult carers in achieving their educational and career goals. The fact so many young adult carers needed financial support with travel costs illustrates the difficulty young people face in reaching work/college/university, especially in the large geographical area of Lanarkshire. Many young adult carers also used the funding for equipment, books or clothing for college and university. This shows that even when young people are attending further education and pushing themselves to achieve, having limited income can prove a real barrier and negatively impact upon young people’s chances.”

#### **Carers Trust Lanarkshire Carers Centre**

4.7 There are a number of approaches adopted in the Take Action and Support programme Round Four which could be more widely shared:

- The use of social media and online tools: For example, **Carers in Bedfordshire** made use of online training sessions and **Carers First’s** young adult carers set up a social media group to communicate on a regular basis.
- Developing carers accreditation: **West Norfolk Carers Association** is drawing up a list of standards to form the basis of a charter identifying what is expected good practice for organisations such as schools and general practices that could enable them to apply for carers accreditation.
- Systems for allocating support: **Carers in Bedfordshire** used a rating system for the level of intensive support needed.
- The use of young adult carers in designing, delivering and evaluating the programme.

“This round of funding really allowed an opportunity for the young adult carers to lead on the project and develop their own skills around planning and budgets.”

**Trafford Carers Centre**

## Challenges

- 4.8 The length and amount of funding was identified by some Network Partners as a challenge.

“Small funding grants and the short project lifetime affect project outcomes without added value from other funded projects or organisational reserves.”

**Carers of Barking and Dagenham**

“Our main challenge was the timescale to deliver the project.”

**Connecting Carers**

### Key points

- There is evidence from some Network Partners of young adult carers having improved skills and confidence, increased positive mental health and of a reduction in numbers of young adult carers who are NEET.
- There was no systematic recording of outcomes, with many projects developing their own tools for assessing outcomes. As a result, it is not possible to evaluate outcomes across the programme.
- Effective strategies include:
  - The use of social media and online tools.
  - Developing a good practice charter/accreditation.
  - Systems for allocating intensive support.
  - The use of young adult carers to design, deliver and evaluate the programme, ensuring needs are met while developing skills and confidence.
- The length and amount of funding was identified as a challenge by some Network Partners.

# 5

## Influencing policy and practice



- To what extent have employers, education providers and others improved their support for young adult carers?
- To what extent have opportunities increased for young adult carers to access education and employment and other services?
- To what extent has the programme influenced policy and practice more widely?

### Introduction

- 5.1 This section explores some of the ways in which the Time for Change and Take Action and Support programmes have influenced policy and practice in relation to young adult carers at a local or wider level.

### Types of partnership working and influence

- 5.2 Time for Change Network Partners worked with over 70 external partners. The numbers of partners varied considerably (from 1–10). Of these, 19 partners were engaged in delivery of activities or services in relation to education, 16 in employment, nine in health, six in youth services, 11 were other carer services and 11 were other types of service or organisation. It should be noted that there appears to be some variation in how partners have been defined and it is likely that there are more delivery partners than recorded in monitoring forms.

### Education and training

- 5.3 A significant amount of activity has taken place with educational institutions. Examples include:
- **Blackburn with Darwen Carers Service:** The University Centre is now providing support for young adult carers who are students. It has incorporated young adult carers into its Access Agreement and there are now targets that will need to be met by the support team. There is an opportunity for assessments and meetings to take place between an adviser and young adult carer within the University Centre and the opportunity to liaise with the student support team to ensure that the correct support is being offered.
  - **Carers Link Lancashire:** Nelson and Colne College has introduced a question on its standard application form asking all new students if they are carers. The University of Central Lancashire now has in place a system

to identify young adult carers upon admission and continues to provide a bursary to offer financial support to young adult carers.

- **Carers Trust Cambridgeshire Crossroads Care Service (Peterborough):** This service has a partnership with Peterborough Regional College which was highlighted by OFSTED as an area of special recognition. The college has developed a group of young adult carers to become Student Young Carer Ambassadors to promote awareness and act as an identifiable means of support at events who fellow students can relate to.

## Health

5.4 There is evidence of influencing work with health sector organisations. Examples include:

- **Norfolk Carers Support:** Norfolk and Suffolk Foundation Trust (NSFT) provides all necessary equipment and resources for a seconded worker. Both NSFT and Norfolk Carers Support feel the partnership has been successful in terms of open and honest communication between parties, acknowledgement of challenges and a commitment to work together. Both parties would be interested in partnering again to support young adult carers.
- **Carers Trust South East Wales:** This service has representation on the Aneurin Bevan University Health Board Young Carers and Young Adult Carers Sub-group, which reports directly into the programme board. The health board covers five local authority areas and this platform has been used to promote young adult carer issues with key personnel.
- **Borders Carers Centre:** The needs of young adult carers continue to be highlighted at the Integration Joint Board. The centre has been active on a working group to develop a mental health advisory and support role for young people with mental health issues.
- **Blackpool Carers Centre:** Care and health professionals were briefed on the Care Act so that it is reflected in changes to assessment practices. Drop-in sessions were held at Fleetwood Health Centre, involving 36 staff from three GP surgeries plus Walk-in Centre and occupational therapy teams.
- **Carers Trust Cambridgeshire Crossroads Care Service (Peterborough):** Involvement of young adult carers as champions linked to the NHS England Health Champions Project has continued. This has helped share the voice of young adult carers and the issues they face linked to mental wellbeing, suitability of services and access to support.

## Cross-sectoral influencing

5.5 Several Network Partners have influenced at a local strategic level by integrating with multi-disciplinary structures or events:

- **Carers Trust Cheshire and Warrington:** This service attends the Carers Partnership Board meetings to advocate information from carers to the local council and other service providers. It has promoted carers rights through awareness days and local press releases and during March 2017 it was the Warrington Guardian's charity of the month. An article went in the local press each week informing the public about carers' needs and the support available.
- **Carers Trust South East Wales:** The Network Partner worked closely with the Carers Department of Monmouthshire County Council in the development of a Young Carers Strategy. A young adult carer was part of the steering committee and young adult carers also attended a development day, which formed the basis of the strategy. Once developed, the strategy was taken to the Scrutiny Committee of the Council, with attendance by young and young adult carers.

## Effective strategies and approaches

- 5.6 Engaging with local strategic forums or organising cross-sector events is an efficient and effective way for Network Partners to raise awareness of young adult carers more widely, and influence policy or practice.
- 5.7 Given the need for support with mental health issues among young adult carers, developing partnerships with mental health trusts appears to be a particularly effective focus.
- 5.8 Young adult carers have played a significant role in influencing external stakeholders.

## Challenges

- 5.9 The pressure on resources in schools, colleges, 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.

### Key points

- There is significant evidence of influencing and awareness raising, particularly within further and higher education. There has also been some notable influencing activity within the health field.
- There is greater potential to develop partnerships with mental health trusts.
- There are several good examples of integration of young adult carer issues into high level policy forums, services or strategies.
- Limited resources and staff changes within the voluntary and public sector in general is the most commonly cited challenge to successful influencing.

# 6

## Outcomes: Network Partners



- To what extent has the funding increased Network Partners' capacity and skills to support young adult carers?

### Introduction

This section considers outcomes and challenges for Network Partners in terms of reach, collaboration and organisational capacity.

### Increased reach to and focus on young adult carers

- 6.1 The additional capacity provided by the Time for Change grant funding has had a clear impact on Network Partners' reach, with 978 (63%) of the young adult carers involved in the Time for Change Round Three being new to the organisations. (Similar information was not collected for Take Action and Support).

#### 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 therefore 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 whole Time for Change programme (34%).

## Stronger and better-networked organisations

6.2 For many Network Partners, the increased capacity to explore new services and interventions for young adult carers has also led to widened networks and an increase in referrals, as well as having an impact on organisational growth and sustainability. For example:

- **Blackburn with Darwen Carers Service** has been working alongside the support staff at Blackburn College and Blackburn University to increase the referrals received and identify more unsupported young adult carers in education.
- **Carers Trust South East Wales** held regular meetings to discuss young adult carer provision across the Greater Gwent area, building professional relationships with Barnardo's Caerphilly, Barnardo's Newport Young Carers Projects and Torfaen Young Carers.
- **Carers Trust North Wales Crossroads Care Services'** involvement with the Youth Engagement Panel has led to new working links with colleges, child and adolescent mental health services, Communities First, Digartref (a homelessness charity) and Jobcentre Plus.

“The networking opportunities afforded to the project by Wyre Council through this time period have proven invaluable, raising awareness of the project among services already in operation within Fleetwood. This increased awareness has driven referrals into the service and enabled a greater level of partnership working with individual young adult carers as well as additional signposting opportunities.”

**Blackpool Carers Centre**

## Increased Network Partners' skills and expertise

6.3 There is evidence of a broadening of Network Partners' skills as a result of developing new types of services for young adult carers. For some Network Partners, actively identifying and developing services for young adult carers presented a completely new programme of work, bringing new expertise and networks.

- For **Carers Trust North Wales Crossroads Care Services**, finding young adult carers and identifying the best way to support them was a new area of work. Social isolation was a big issue for the young adult carers and although initially hesitant about group activities, these are now very popular, with peer support being one of the main benefits. Young adult carers are now planning to continue to run these groups themselves.
- For **Solihull Carers Centre**, a major benefit from the programme has been developing recognition of what attracts young adult carers to its services. It has moved from offering mainly one-to-one support and days out to developing workshops and training and aims to embed these methodologies into its work.

“Seeing the benefit of this [Take Action and Support small grants] funding has encouraged me to add this into my future plans when seeking external funding. We are very grateful for the difference this has made.”

**Carers in Bedfordshire**

“Whilst it is widely recognised that young adult carers are harder to identify and engage with than other groups, we feel confident that we have a foundation on which to build and support more young adult carers due to resources and contacts developed throughout the project.”

**Swindon Carers Centre**

- 6.4 The funding from the grant programmes has also contributed to an increased profile for Network Partners and young adult carers.

## Challenges for Network Partners

- 6.5 As in previous phases of this evaluation, some Network Partners have struggled to produce Carers Star data. This topic is explored further in the end of evaluation overview report.
- 6.6 Network Partners interviewed identified the following challenges:
- The hard work and flexibility involved to identify and engage young adult carers.
  - The intensity of support required by young adult carers lacking basic life skills to prepare them for adulthood.
  - The complexity of sifting through issues to find out why young adult carers are not engaging and to bring about behavioural change.
  - Changing cultures and attitudes and getting young adult carers recognised as a group within adult services with specific needs.
- 6.7 For Network Partners developing a completely new service it has taken time to build up momentum during the relatively short funding period.

## Key points

- For many Network Partners, the funding has brought longer-term strategic organisational benefits such as:
  - o Increased reach to young adult carers.
  - o New and wider networks.
  - o Increased skills and experience to apply in developing future services.
- Network Partners have continued to report mixed views on the Carers Star.
- Capacity has been stretched to cover the range of demands posed by supporting young adult carers including the resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership working.

# 7

## Conclusion



Over 2,000 young adult carers benefited from the About Time grant programmes in Phase 3 – 1,562 from Time for Change Programme Round Three and 490 from Take Action and Support Round Four projects.

The focused support available within Time for Change was highly effective in reaching young adult carers for the first time with 63% of participants being new to the organisations supporting them.

The demographics of participating young adult carers are not significantly different to those in Phases 1 and 2. Females are slightly over-represented among participants, with about two-thirds being female. This compares with 51% from Census data (for carers aged 14–25).

Carers Star data for Time for Change Round Four and Take Action and Support Round Four show improved outcomes for 69% of young adult carers (based on data collected over two points in time for about 10% of young adult carers). The extent of change was greatest for work and education, time for yourself and emotional wellbeing, reflecting the focus of the programme activities. Health showed very little improvement.

Take Action and Support is seen as a flexible programme that enabled Network Partners to use a small amount of money in a creative way to achieve a range of outcomes. There is evidence from some Network Partners with Take Action and Support funding of improved skills and confidence; increased positive mental health and a reduction in numbers of those who are NEET. There was no systematic recording of outcomes for this programme of relatively small grants, although many projects developed their own tools for assessing outcomes.

There is evidence of influencing and awareness raising, particularly within further and higher education. There has also been some influencing activity within the health and employment fields. Partnership work with schools and colleges appears particularly effective in identifying young adult carers and increasing access to support. One Network Partner developed a strategic relationship with a mental health trust and there is greater potential to develop partnerships with these providers.

The main benefits of the programme for Network Partners appear to be:

- Increased reach to young adult carers.
- New and wider networks.
- Increased skills and experience to apply in developing future services.

Network Partners particularly valued the ability to provide holistic support under Time for Change and the flexibility of Take Action and Support, including the provision of small grants.

Capacity has been stretched to cover the range of demands posed by supporting this young adult carers – the resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership working. Network Partners have continued to report mixed views on the Carers Star, with some using it effectively to support young adult carers and demonstrate outcomes while others find it burdensome and not always meeting needs.

Effective strategies in achieving outcomes for young adult carers are:

- Developing partnerships with external agencies to identify young adult carers.
- Systems for allocating intensive support.
- Use of social media and online tools to maintain engagement and develop peer support.
- Involvement of young adult carers in profile raising and peer support activities, which builds skills and confidence.
- Use of incentives such as gym membership or relaxation sessions to engage young adult carers.
- Use of referrals to other agencies to improve the range of support.
- Developing a good practice charter/accreditation for service providers.

The main challenges to achieving outcomes for young adult carers are:

- Identification of and consistent engagement by young adult carers.
- The extent of mental health issues within this group.
- The level of support required and the impact on resourcing.
- Engagement with external agencies.
- For Take Action and Support, the funding amount and length.

Limited resources within the voluntary and public sector in general is the most commonly cited challenge to successful influencing.

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# Appendices

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1. Time for Change projects: Round Three
2. Take Action and Support projects
3. Evaluation framework
4. Contributors
5. Carers Star data

## Appendix 1:

### Time for Change projects: Round Three

Network Partner	Amount
Blackburn with Darwen Carers Service	£38,737
Borders Carers Centre	£37,222
Carers Gloucestershire	£43,000
Carers Link Lancashire	£42,876
Carers Resource Centre	£42,252
Blackpool Carers Centre	£43,019
Carers Trust North Wales Crossroads Care Service (Anglesey)	£42,257
Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)	£42,837
Carers Trust Cheshire and Warrington	£42,680
Kernow Carers Service	£43,000
Carers Trust South East Wales (Monmouthshire)	£42,959
Enfield Carers Centre	£41,880
Hambleton & Richmondshire Carers Centre	£42,278
Norfolk Carers Support (Norwich & Central Norfolk)	£41,274
Sheffield Carers Centre	£40,073
Solihull Carers Centre	£42,013
Swansea Carers Centre	£42,756
South Ayrshire Carers Centre	£42,988
<b>Total</b>	<b>£754,101</b>

## Appendix 2:

### Take Action and Support projects: Round Four

Network Partner	Amount
Brent Carers Centre	£5,000
Carers Association in South Tyneside	£5,000
Carers First	£5,000
Carers in Bedfordshire	£5,000
Carers Lewisham	£5,000
Carers of Barking and Dagenham	£5,000
Carers Trust Lanarkshire Carers Centre	£5,000
Carers Trust – Southern Regional Carers Centre also known as Newry & Mourne Carers Centre <sup>4</sup>	£5,000
Connecting Carers	£5,000
Credu (Powys Carers Service)	£5,000
Swindon Carers Centre	£5,000
Trafford Carers Centre	£5,000
West Norfolk Carers Association	£5,000
<b>Total</b>	<b>£65,000</b>

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4 Project not completed.

## Appendix 3: Evaluation framework

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Time for Change Aim</b></p> <p>The Time for Change grant programme aims to address both the immediate and broader issues that can lead to young adult carers' disengagement from society and/or feeling alienated from having long-term goals by funding the delivery of outcome focused work that offers practical support to young adult carers.</p> <p>[source: R2 guidance notes].</p>	<ol style="list-style-type: none"> <li>How have immediate and broader issues been addressed by the programme?</li> <li>What are the main areas of difference achieved by the programme?</li> </ol>	<ul style="list-style-type: none"> <li>Summary of types of issues for young adult carers emerging from evidence, categorised as 'immediate' or 'long-term'</li> <li>Summary of evidence of outcomes</li> <li>Number of young adult carers supported</li> <li>Demographics of young adult carers supported</li> </ul>	<ul style="list-style-type: none"> <li>Overview of information across domains on Carers Star</li> <li>Monitoring forms</li> <li>Young adult carer interviews</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Time for Change Outcomes</b> EO 2&amp;3</p> <p>Improved physical and mental health of young adult carers and any risks to them or the person they care for as a result of their health and fitness.</p>	<p>3. Have physical and mental health of young adult carers improved?</p> <p>4. In what way?</p> <p>5. To what extent and for how many?</p> <p>6. What has contributed?</p> <p>7. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>
<p><b>EO 2&amp;3</b></p> <p>Improved skills, understanding, support and equipment that young adult carers need to manage their caring role now and information about their options when things change.</p>	<p>8. Have young adult carers' abilities to plan and manage their caring role improved?</p> <p>9. In what way?</p> <p>10. To what extent and for how many?</p> <p>11. What has contributed?</p> <p>12. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>EO 2&amp;3</b></p> <p>Improved abilities of young adult carers to manage day-to-day tasks and the suitability of their homes.</p>	<p>13. Have young adult carers improved their abilities to manage day to day tasks?</p> <p>14. In what way?</p> <p>15. To what extent and for how many?</p> <p>16. What has contributed?</p> <p>17. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>
<p><b>EO 2&amp;3</b></p> <p>Improved proportion of time young adult carers spend having breaks and time for themselves, according to their individual needs and wishes.</p>	<p>18. Have young adult carers improved the proportion of time they have for themselves?</p> <p>19. In what way?</p> <p>20. To what extent and for how many?</p> <p>21. What has contributed?</p> <p>22. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>EO 2&amp;3</b></p> <p>Improved emotional wellbeing of young adult carers and how they manage any stress or anxiety arising from their caring role.</p>	<p>23. Have young adult carers improved their emotional wellbeing?</p> <p>24. In what way?</p> <p>25. To what extent and for how many?</p> <p>26. What has contributed?</p> <p>27. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>
<p><b>EO 2&amp;3</b></p> <p>Improved abilities of young adult carers to manage their financial situations.</p>	<p>28. Have young adult carers improved their ability to manage their financial situations?</p> <p>29. In what way?</p> <p>30. To what extent and for how many?</p> <p>31. What has contributed?</p> <p>32. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Increase in scores across Carers Star domains</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>E0 2&amp;3</b></p> <p>Improved support for young adult carers from employers and education providers and opportunities to access education and employment.</p>	<p>33. Have employers and education providers improved support for young adult carers?</p> <p>34. Have opportunities increased to access education and employment?</p> <p>35. In which agencies?</p> <p>36. In which way?</p> <p>37. To what extent?</p> <p>38. How many?</p> <p>39. What has contributed?</p> <p>40. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Examples of changes in policies and practice</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>
<p><b>E04</b></p> <p>Increased capacity and skills by Network Partners to support young adult carers.</p>	<p>41. To what extent has the funding increased Network Partners' capacity and skills to support young adult carers?</p>	<ul style="list-style-type: none"> <li>• Views of Network Partners</li> <li>• Views of Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Take Action and Support Aim</b>  <b>EO 1/2/3</b></p> <p>Support young adult carers who are NEET or at risk of becoming NEET to address and overcome their personal barriers to engaging with education, employment and training via tailored and structured support.  [source: R2 programme guidance].</p>	<p>42. What contribution has been made to increased engagement with education, employment and training opportunities by young adult carers who are NEET/at risk of becoming NEET?</p> <p>43. For how many?</p> <p>44. What is the learning?</p>	<ul style="list-style-type: none"> <li>• Change in NEET status</li> <li>• Increase in scores across Carers Star domains related to employment, education, training, confidence and wellbeing [if available]</li> <li>• Anecdotal evidence from young adult carers, Network Partners and Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Star data [if available]</li> <li>• Monitoring forms</li> <li>• Network Partner survey</li> <li>• Case studies</li> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> <li>• Interviews with young adult carers</li> </ul>
<p><b>Evaluation objective 4</b></p> <p>Increased capacity and skills by Network Partners to support young adult carers.</p>	<p>45. To what extent has the funding increased Network Partners' capacity and skills to support young adult carers?</p>	<ul style="list-style-type: none"> <li>• Views of Network Partners</li> <li>• Views of Carers Trust staff</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews with Network Partners</li> <li>• Interviews with Carers Trust staff</li> </ul>

## Appendix 4: Contributors

### Network Partner interviewees

#### **Borders Carers Centre**

- Lynn Gallacher, Centre Manager
- Andrea Denholm, Young Adults / Parents Carers Worker

#### **Carers Trust North Wales Crossroads Care Service (Anglesey)**

- Alison Jones, Chief Executive Officer
- Lucy Jones, Project Officer

#### **Solihull Carers Centre**

- Gina Ward, Young Carers Team Manager
- Sally Barton Bodley, NEET project lead

#### **Young adult carer interviewees**

- Jenna and Jess (Solihull Carers Centre)

#### **Carers Trust staff interviewees**

- Trisha Thompson, Head of Grants and Funding Programmes
- Tanya Coles, Grants Manager
- Alison Mitchell, Grants Manager
- Elizabeth Wallis, Grants Manager

## Appendix 5: Carers Star data

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 their 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.

<b>Carers Star outcome areas</b>	<b>Carers Star model of change</b>
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	

A summary of data submitted by each Network partner follows.

## Carers Star data submitted by Time for Change projects

	Number of young adult carers	Initial Carers Star completed	Review Carers Star completed	% of young adult carers with two stars used in analysis
Blackburn with Darwen Carers Service <sup>5</sup>	99	22	21	0%
Borders Carers Centre	50	14	2	4%
Carers Gloucestershire	104	49	20	19%
Carers Link Lancashire	85	38	11	13%
Carers Resource <sup>6</sup>	55	12	4	0%
Blackpool Carers Centre <sup>7</sup>	59	n/a	n/a	
Carers Trust North Wales Crossroads Care Service (Anglesey)	48	0	0	0%
Carers Trust Cambridgeshire Crossroads Care Service (Peterborough)	98	0	0	0%
Carers Trust Cheshire and Warrington	93	79	18	19%
Kernow Carers Service	136	59	41	30%
Carers Trust South East Wales (Monmouthshire) <sup>8</sup>	18	n/a	n/a	
Enfield Carers Centre	259	57	6	2%
Hambleton & Richmondshire Carers Centre <sup>9</sup>	42	n/a	n/a	
Norfolk Carers Support (Norwich & Central Norfolk)	39	5	5	13%
Sheffield Carers Centre	127	12	8	6%
Solihull Carers Centre	133	48	12	9%
Swansea Carers Centre <sup>10</sup>	70	n/a	n/a	
South Ayrshire Carers Centre	47	46	26	55%
<b>Total</b>	<b>1,562</b>	<b>441</b>	<b>174</b>	<b>10%</b>

5 Using different outcome star – not included in analysis.

6 Data not entered online - not included in analysis

7 Using different outcome framework.

8 Using different outcome framework.

9 Not using Carers Star.

10 Carers Star used but data not submitted.

**Percentage of individuals with improved outcomes, worse outcomes, no change (n=149)**

	<b>% improved outcomes</b>	<b>% worse outcomes</b>	<b>% no change</b>	<b>Difference between outcomes improved and outcomes worse</b>
Carers Star domain 1 (Health)	29%	23%	48%	5%
Carers Star domain 2 (The caring role)	34%	15%	50%	19%
Carers Star domain 3 (Managing at home)	32%	18%	50%	14%
Carers Star domain 4 (Time for yourself)	53%	15%	32%	38%
Carers Star domain 5 (How you feel)	48%	13%	38%	35%
Carers Star domain 6 (Finance)	34%	20%	46%	13%
Carers Star domain 7 (Work)	41%	9%	50%	32%
<b>Average across all domains</b>	<b>69%</b>	<b>20%</b>	<b>11%</b>	<b>49%</b>





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