

# Carers Trust About Time Grant Programmes

## Evaluation Report

Phase 1: February–October 2015





# Carers Trust About Time Grant Programmes

## Evaluation Report

Phase 1: February–October 2015



---

# Acknowledgements

---

This publication was commissioned by Carers Trust and has been funded by The Co-operative Charity of the Year.

Authors: Janice Needham and Ann Sanders, independent evaluators.

Published by  
Carers Trust  
32–36 Loman Street  
London SE1 0EH

Tel: 0844 800 4361  
Fax: 0844 800 4362  
Email: [info@carers.org](mailto:info@carers.org)

[Carers.org](http://Carers.org)  
[matter.carers.org](http://matter.carers.org)  
[babble.carers.org](http://babble.carers.org)  
<http://professionals.carers.org>



[www.facebook.com/CarersTrust](http://www.facebook.com/CarersTrust)



[www.twitter.com/CarersTrust](http://www.twitter.com/CarersTrust)



[www.youtube.com/user/CarersTrust](http://www.youtube.com/user/CarersTrust)

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: 32–36 Loman Street, London SE1 0EH.

© Carers Trust 2015

All library photos posed by models.

---

# Contents

---

<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>2</b>	<b>Programme overview</b>	<b>5</b>
<b>3</b>	<b>Evaluation methodology</b>	<b>7</b>
<b>4</b>	<b>Outcomes evidence</b>	<b>8</b>
<b>5</b>	<b>Outcomes for young adult carers</b>	<b>10</b>
<b>6</b>	<b>Impact on external stakeholders</b>	<b>21</b>
<b>7</b>	<b>Impact on Network Partners</b>	<b>28</b>
<b>8</b>	<b>Conclusions</b>	<b>32</b>
	<b>References</b>	<b>35</b>
	<b>Appendices</b>	<b>36</b>

# 1

## Introduction



Carers Trust is a major new 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, through our unique online services and through the provision of grants to help carers get the extra help they need to live their own lives. With 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 of a world where the role and contribution of **unpaid** carers is recognised and they have access to the trusted quality support and services they need to live their own lives.

- 1.1 This is an evaluation of the 2013 Time for Change and the 2014 Take Action & Support grant programmes that form part of Carers Trust's overall About Time programme.
- 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 impact of programme delivery and Carers Trust grant making processes on funded organisations and programme guiders.
- 1.3 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 from the survey that formed part of this evaluation, where permission was given.

## Context

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 engages with young adult carers aged 14–25.

- 1.4 The 2011 Census identified 432,250 people aged 0–24 providing **unpaid** care in England and Wales – 197,556 males and 234,694 females (UK Census, 2011). Young adult carers aged 14–24 are often an overlooked group with few services that meet their needs and very little awareness about the challenges they face among professionals and the wider public. Research has highlighted the potential impact of caring on a young person's outcomes:
- **Education:** At GCSE level young adult carers perform the equivalent to nine grades lower, that is the difference between nine Cs and nine Ds (The Children's Society, 2013). 27% of young carers of secondary school age experience educational difficulties or miss school, and where pupils are caring for someone who misuses drugs or alcohol, 40% have educational difficulties (Dearden, C and Becker, S, 2004). At college and university, student carers who had considered leaving their course of study are much more likely (by 17%) to indicate that this was because of the difficulties of balancing study and their other responsibilities (NUS, 2013).
  - **Employment:** Young adult carers aged between 16 and 18 years are twice as likely as their peers to be not in education, employment, or training (NEET) (Audit Commission, 2010). When in work at age 20/21 young adult carers are more likely to be in lower skilled occupations (The Children's Society, 2013) and many young adult carers will consider flexibility and proximity to home when choosing employment.
  - **Health:** The 2011 Census showed that young carers providing 50+ hours of care a week were up to five times more likely to report their general health as 'Not good' (UK Census, 2011). 38% of young adult carers reported mental health issues in recent research of 77 school aged carers.

## Background to the evaluation

- 1.5 About Time consists of five related strands 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. Over three years:
- 55 projects (the Time for Change grant programme) will be established across the UK to provide practical support to 4,500 young adult carers, helping them to positively transition into adulthood, including education and employment, and improving their health and wellbeing.

- Over 800 young adult carers who are at risk of being NEET or are socially disengaged will receive targeted support through the Take Action & Support grant programme, which addresses their specific barriers/needs and provides them with a goal oriented action plan and the support mechanisms to realise their goals.
- Matter (launched in April 2014) will provide direct online information, advice and support for young adult carers alongside an online community creating opportunities for peer-to-peer support and socialisation. See [matter.carers.org](http://matter.carers.org).
- A general awareness raising campaign will aim to increase the awareness and understanding of young adult carers across health, education, social care and the general public.
- A UK wide Time to be Heard campaign will aim to engage with 5,000 young adult carers to build the skills and confidence to have their voices heard and create changes in their local community and nationally.

1.6 The grants programme evaluation covers the first two of these strands and is structured in three phases:

- **Phase 1:** February 2015–October 2015.
- **Phase 2:** November 2015–October 2016.
- **Phase 3:** November 2016–October 2017.

A final report drawing out the key messages, learning and good practice will be available in late 2017.

# 2

## Programme overview



### Time for Change

- 2.1 Carers Trust launched the Time for Change grant programme in late 2013 to Network Partners aiming to develop, extend and enhance the practical and holistic support available to young adult carers, aged 14–25, across the UK.
- 2.2 Time for Change aims 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, by funding the delivery of outcome focused work that offers practical support to young adult carers aged 14–25. Applications for grants of up to £43,000 over a 12, 18 or 24 month period were considered in November 2013 by a decision-making panel made up of young adult carers, Network Partners, Carers Trust staff and representatives from the programme’s funder, The Co-operative Charity of the Year.
- 2.3 The aim of the Time for Change programme is that the lives of young adult carers across the UK will be transformed to ensure positive, long-term social and emotional change.
- 2.4 The outcomes for the 2013 programme are to:
  - Improve the life chances of young adult carers to enable them to make the positive transition to adulthood.
  - Influence and support health and social care providers to improve young adult carers access to medical information and support.
  - Provide opportunities for young adult carers to improve and maintain their health and wellbeing.
  - Increase the awareness, profile and support of young adult carers with one or more stakeholder agency (for example, job centres, schools, colleges, universities, pupil referral units, employers, local and national government and the general public).
- 2.5 Network Partners were required to design projects to meet three out of four of the programme outcomes for Time for Change.
- 2.6 In the first round of funding, 21 Network Partners were awarded Time for Change grants. Of these, 17 were in England, three in Scotland and one in Wales. A list is provided in Appendix 1.

## Take Action & Support

- 2.7 The aim of the 2014 Take Action & Support programme is to engage and support young adult carers who are NEET or at risk of becoming NEET via a series of structured sessions followed by a programme of support, all aimed at addressing the specific barriers to their engaging with education, employment and training opportunities.
- 2.8 Young adult carers can have less of an opportunity to access education, training and employment as a result of their caring role. In the first round of funding, Take Action & Support provided Network Partners with up to £10,500 to facilitate young adult carers in taking action to address barriers to their engaging with education, employment or training, and support them in doing so. Awarded projects had either a residential or a series of sessions followed by a six month programme of support for young adult carers aged 14–25.
- 2.9 In the first round of funding, nine Network Partners were awarded Take Action & Support grants. Of these, six were in England, two in Scotland and one in Wales. Two Network Partners also held Time for Change grants. A list of the Network Partners awarded funding in Round 1 is provided in Appendix 1.

# 3

## Evaluation methodology



### Approach

- 3.1 The framework and analysis for this evaluation is based on a theory of change for the grant programmes developed for the evaluation and agreed with Carers Trust in February 2015. The theory of change is given in Appendix 2 and the evaluation framework is given in Appendix 3.
- 3.2 The evaluation framework was also developed to complement other research underway on the About Time programme, namely the overarching programme evaluation and a cost-benefit analysis.
- 3.3 Analysis for this evaluation is drawn from the following sources:
  - Final (or latest) monitoring reports for 30 projects (100%).
  - Carers Star data showing ‘distance travelled’ for 19 projects (63%).
  - An online survey sent to all 28 Network Partners receiving funding in Round 1 with 14 responses (50%). Survey questions are provided in Appendix 4.
  - An online survey sent by Network Partners to external stakeholders to which we received six responses.
  - Project visits to four funded projects, including interviews with staff and young adult carers.
  - Interviews with five members of Carers Trust staff.
  - A list of contributors, provided in Appendix 5.

# 4

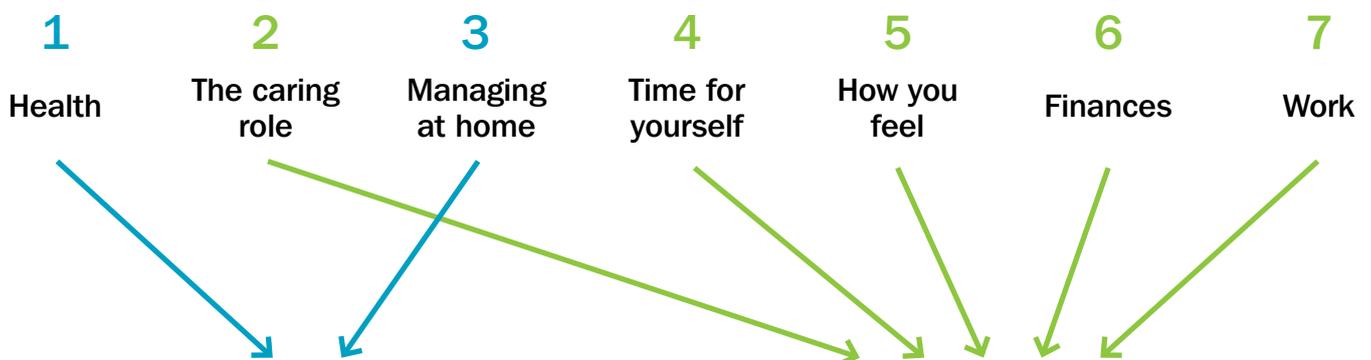
## Outcomes evidence



### Measuring individual outcomes for young adult carers – the Carers Star

- 4.1 Network Partners in Round 1 were required to use the Carers Star as a standardised tool for measuring outcomes for the young adult carers. The 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. The Stars are 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 scale descriptions, they identify together where on their Star Chart the service user is for each outcome area.

#### Carers Star outcome areas



#### Carers Star model of change

1. Cause for concern
2. Getting help
3. No pressing concerns
4. Mostly okay
5. As good as it can be

#### 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

- 4.2 There was some variation in the extent to which the Carers Star was used by Network Partners. This evaluation focused on Carers Star data showing ‘distance travelled’, that is, over two points in time.
- 4.3 At the time of analysis, only 8% of young adult carers involved in the Time for Change programme have Carers Star data (provided to the evaluators) showing ‘distance travelled’. 39% of young adult carers involved in the Take Action & Support programme had Carers Star data showing distance travelled. This higher rate may be due to the activities being more discrete over a fixed period of time.
- 4.4 There is great variation in coverage (that is, the proportion of young adult carers with at least two sets of Carers Star data over a period of time, enabling some assessment of ‘distance travelled’). For example, information on Time for Change projects ranges from no data at all to 65% of young adult carers having ‘distance travelled’ data. Time for Change projects with significant coverage are: Manchester Carers Centre (65% of young adult carers); The Carers’ Centre Bath and North East Somerset (41%); Perth and Kinross Association of Voluntary Service (35%); Sunderland Carers Centre (28%).
- 4.5 Those Take Action & Support projects with Carers Star data had high rates of coverage, ranging from 28% to 93% (Norfolk Carers Support) of young adult carers with ‘distance travelled’ data.
- 4.6 Some Network Partners used the Carers Star but were not able to upload the data in time for inclusion in this evaluation. Some did not use the Carers Star, either because they did not receive training (Carers Association in South Tyneside) or because they used different measurement tools, such as the Quest Rickter (Dumfries and Galloway Carers Centre) as agreed with Carers Trust. These other measurement tools have not been included in this analysis as the data cannot be easily aggregated with that of the Carers Star.

## Monitoring reports

- 4.7 The anticipated outcomes that Network Partners set for their projects are generally clearly expressed, however the information in monitoring returns does not always explicitly report against these outcomes and there are wide variations in approach. Reports tend to be heavily narrative and assessing and classifying outcomes evidence is difficult. A simpler and more targeted approach to information gathering from Network Partners may yield more robust evidence and be less onerous for Network Partners to provide and for Carers Trust staff to analyse.

# 5

## Outcomes for young adult carers



- How many and what types of young adult carers have participated in Round 1 of the Time for Change and Take Action & Support projects?
- Have life chances of young adult carers improved to enable them to make the positive transition to adulthood? What has contributed and what is the learning?
- What contribution has been made to increased engagement (and addressing barriers to engagement) with education, employment and training opportunities by young adult carers who are NEET/at risk of being NEET? What has contributed and what is the learning?
- Has the programme provided opportunities for young adult carers to improve and maintain their health and wellbeing? What has contributed and what is the learning?

### Introduction

5.1 This section presents:

- Approaches to working with young adult carers.
- The profile of participants.
- Evidence of overall outcomes for young adult carers as evidenced by the carers star.
- The extent to which programme outcomes for young adult carers have been met.
- Effective strategies, approaches and challenges.
- A summary of emerging key points.

### Approaches

5.2 Network Partners have adopted a range of approaches in their projects, for example:

- One-to-one support.
- Drop-in sessions.
- Topic-specific workshops.

- Training courses.
- Respite breaks and social activities.
- Visits to college open days or workplaces.
- Volunteering opportunities.
- Referrals and signposting to other agencies.

## Profile of participating young adult carers

5.3 Time for Change involved 1,805 young adult carers and Take Action & Support involved 138 young adult carers. The table below provides information on the type of young adult carer:

	Time for Change	Take Action & Support
Gender	35% male 65% female	35% male 65% female
Age	43% aged 14–17 35% aged 18–20 22% aged 21–25	42% aged 14–17 38% aged 18–20 20% aged 21–25
Disability	16% state disabled	20% state disabled
Ethnicity	91% white	96% white
Caring role	17% full-time carers 83% part-time carers	No information
In education, employment or training	67% in education	46% in education

5.4 Although there is not demographic data for the population of young adult carers, there is Census data for carers aged under 25 (see 1.4). From this it appears that the profile of young adult carers participating in projects may not be representative, for example white females may be over-represented. It is proposed that this is explored further in the future to assess whether some groups are more difficult to engage with.

5.5 Two Network Partners (Perth and Kinross Association of Voluntary Service and Carers Trust 4all) highlight the difficulty of engaging male young adult carers. Perth and Kinross Association of Voluntary Service has made connections with the Young Fathers Network to try to address this.

## Overall outcomes for young adult carers

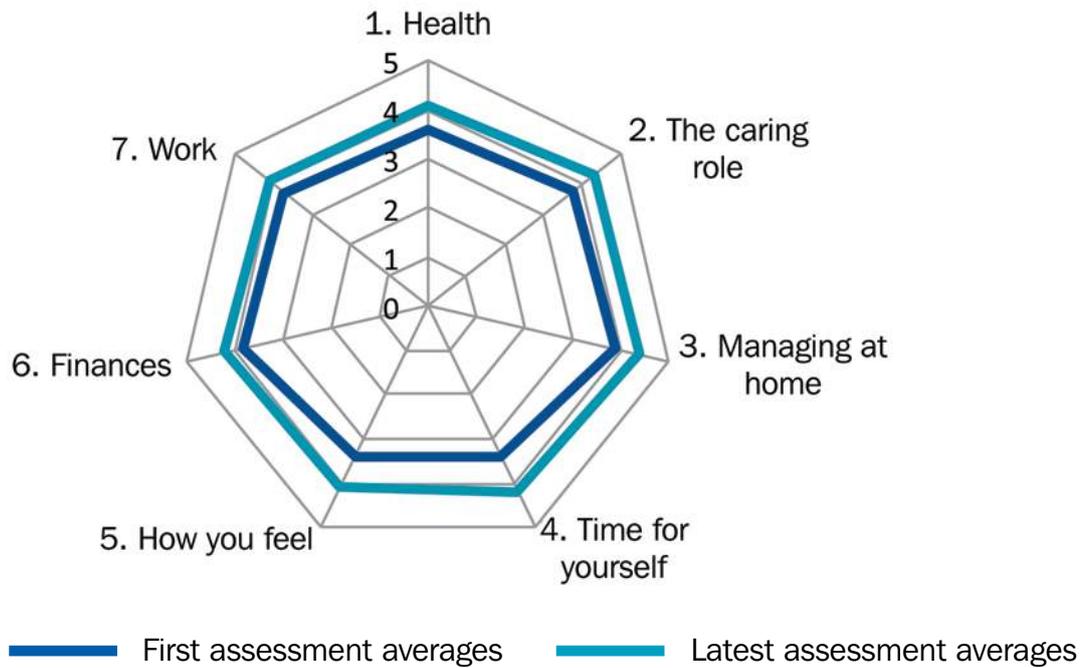
- 5.6 Overall outcomes were assessed by analysing Carers Star data, calculating the average of distance travelled for each domain across all projects for each programme. This approach inevitably reduced the variation in scores (with individuals scoring from one to five) but enabled comparisons to be made across domains and across programmes. The data is presented below and average data across all domains for each Network Partner is given in Appendix 6.
- 5.7 The Time for Change programme shows an overall increase across each domain, with the greatest improvement in the ‘time for yourself’ and ‘how you feel’ domains. However it should be noted that these are based on a relatively low proportion of individuals (8%) as outlined in Chapter 4.

### Time for Change programme (based on data for 132 young adult carers)

Carers Star outcome areas <sup>1</sup>	First assessment averages	Latest assessment averages	Change between two assessments
1. Health	3.6	4.1	13%
2. The caring role	3.8	4.3	16%
3. Managing at home	3.9	4.4	12%
4. Time for yourself	3.4	4.2	24%
5. How you feel	3.4	4.1	21%
6. Finances	3.8	4.2	11%
7. Work	3.7	4.1	11%
<b>Average across all domains</b>	<b>3.7</b>	<b>4.2</b>	<b>14%</b>

1 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

## Carers Star data for Time for Change projects



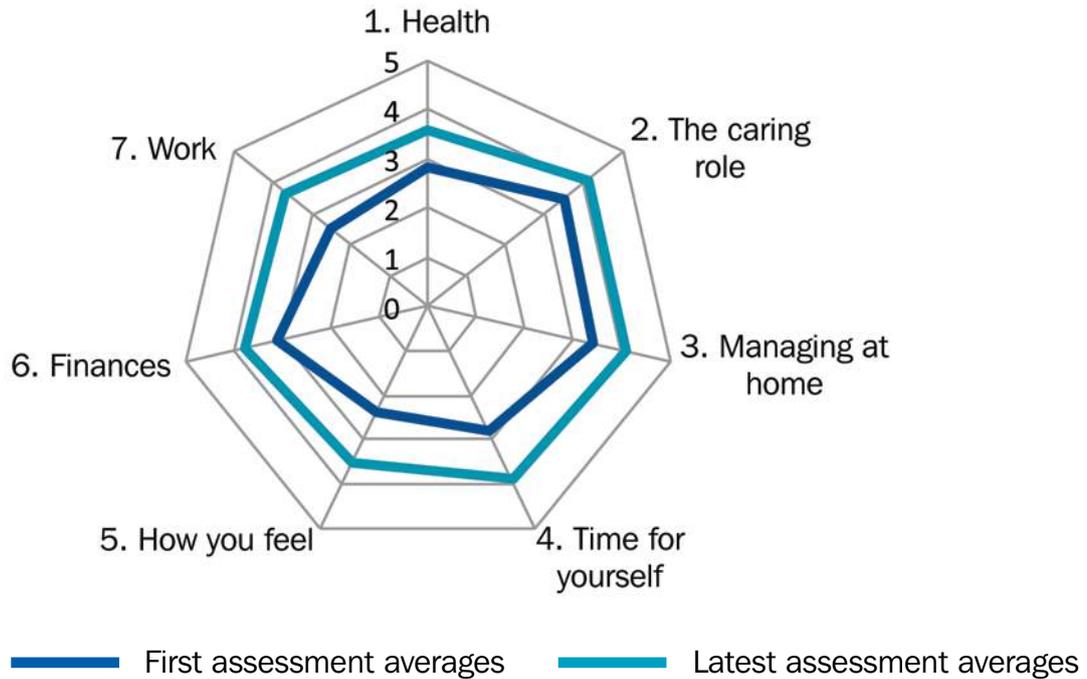
- 5.8 The Take Action & Support programme data is presented below and also shows improved scores across all domains, with the greatest improvement in the ‘work’, ‘how you feel’ and ‘time for yourself’ domains.

### Take Action & Support Programme (based on data for 46 young adult carers)

Carers Star outcome areas <sup>2</sup>	First assessment averages	Latest assessment averages	Change between two assessments
1. Health	2.8	3.6	26%
2. The caring role	3.5	4.1	19%
3. Managing at home	3.4	4.1	19%
4. Time for yourself	2.8	3.9	38%
5. How you feel	2.4	3.5	43%
6. Finances	3.1	3.8	25%
7. Work	2.5	3.7	50%
<b>Average across all domains</b>	<b>2.9</b>	<b>3.8</b>	<b>30%</b>

<sup>2</sup> 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

## Carers Star data: Take Action & Support projects



## Programme outcomes

5.9 The programme outcomes for young adult carers are:

- Improve the life chances of young adult carers to enable them to make the positive transition to adulthood (Time for Change).
- Provide opportunities for young adult carers to improve and maintain their health and wellbeing (Time for Change).
- Young adult carers increase engagement with education, employment and training opportunities (Take Action & Support).

5.10 Each of these outcomes is discussed below.

### Improved life chances to make the positive transition to adulthood

- 17 of 21 Time for Change projects contributed to this outcome.
- 100% of Network Partners responding to the survey felt that life chances had improved – 64% to a large extent and 36% to some extent.

5.11 Typical outcomes for improved life chances that Network Partners planned to achieve included gaining college places, apprenticeships, or employment, and improved attendance at school or college. Examples of Network Partners providing evidence of success against this outcome include:

- **Carer Support Wiltshire:** Six young adult carers were successfully supported in acquiring funding for college. 17 were supported to enable visits to educational facilities and 25 young adult carers have stated they may apply for a further education or higher education placement.

- **Action for Family Carers:** 75% of young adult carers reported improved attendance at school. 4% of young adult carers access higher education or apprenticeships. 80% of young adult carers feel more confident about what they want to do in the future.
- **Carers Trust Tyne and Wear:** Ten course attendees have completed practice job interviews; 25 young adult carers have created or enhanced a CV; 11 young adult carers have been assisted to source and/or apply for training, education or employment.

5.12 Network Partners commented on the importance of support at this time and the type of support that appears effective:

“Young adult carers and the support they receive during this difficult transition phase is tailor-made to their specific needs. A range of personal services are offered which we have found to especially flourish in small groups of 2–3, such as CV writing, job searching, finance sorting and similar confidence boosting activities.”

**Network Partner**

### **Opportunities to improve and maintain health and wellbeing**

5.13 All Time for Change projects contributed towards this outcome. 100% of Network Partners responding to the survey felt that health and wellbeing had improved – 43% to a large extent and 57% to some extent.

5.14 Examples of Network Partners providing evidence of success against this outcome include:

- **Carers Trust 4all:** Aims to increase the health and wellbeing of young adult carers through information, life skills workshops and social opportunities. 40% of young adult carers actively attend sessions and discuss health needs with a project worker. 42% of young adult carers state the project has increased knowledge of healthy lifestyles and how to achieve them. 40% of young adult carers report feeling empowered to make long-lasting life style changes – the same 40% made positive changes within employment and education which will impact on long-term wellbeing.
- **Crossroads Care North Somerset:** 17 young adult carers reported improved feeling of mental or physical health and increased knowledge of maintaining a healthy lifestyle.
- **Renfrewshire Carers Centre:** 95% of young adult carers reported that training and workshops helped improve general health and wellbeing, with stress levels decreasing.

- 5.15 Peer support, one-to-one support and workshops all were found to be effective in improving health and wellbeing:

“The project encourages the young people to advocate for young adult carers across the region, we believe that this sense of ownership empowers our young adult carers, raises their sense of self and confidence. Peer support is strongly encouraged, with social opportunities incorporated into all activities that the project offers. This has been successful, with young adult carers taking ownership and organising social activities between themselves. This heightened sense of peer support we believe is a big factor in improving their health and wellbeing.”

**Network Partner**

“Through the one-to-ones, all young adults we work with have been offered opportunities to talk confidently about their caring role and the things that concern them. Where appropriate, these young people have been signposted on for professional counselling. We have encouraged healthy eating and some of the young adults we worked with attended a Jamie Oliver Ministry of Food day aimed at healthy eating.”

**Network Partner**

“The project operated a series of workshops in partnership with a local youth charity specialising in mental health and wellbeing. 83% of respondents to our survey felt their level of knowledge improved as a result of taking part.”

**Network Partner**

- 5.16 Redbridge Carers Support Service produced an information folder with information on 50+ medical and health and wellbeing services throughout Redbridge and the surrounding boroughs. Information about these services was included in the quarterly young adult carers bulletin and the Network Partner’s Facebook page includes ‘organisations of the week’ which include medical services. 70% of young adult carers report feeling confident about accessing information and 35% of carers report feeling more confident to be able to engage with medical services should they need to.
- 5.17 Several Network Partners (including those based in Norfolk, Northamptonshire, Derbyshire, Powys, and Dumfries and Galloway) also report wellbeing outcomes (such as improved confidence and self-esteem) from the Take Action & Support programme.

## Increased engagement with education, employment and training opportunities

- 5.18 93% of Network Partners responding to the survey felt that young adult carers who are NEET/at risk of being NEET increased their engagement with education, employment and training opportunities. This is supported by data on the status of young adult carers participating in the Take Action & Support programme. At the start of the programme 39% were NEET or full-time carers and at the end of the programme this had reduced to 15%.
- 5.19 Examples of Network Partners providing evidence of success against this outcome include:
- **Carers in Bedfordshire:** All 15 young adult carers supported by the project feel more confident handing their CV to employers. Many used what they learnt to challenge their barriers so that employment was an option. Three young adult carers are taking on volunteering to boost the appearance of their CV.
  - **Dumfries and Galloway Carers Centre:** All participants made a possible shift on the Rickter Scale evaluation tool. One young adult carer has achieved employment and three have applied for opportunities.
- 5.20 Further evidence was provided by young people interviewed:

“The support worker has set up a meeting with the university to establish what support will help me while I am there – it helps me feel more confident about going.”

**Young adult carer**

“Without the support from the centre I wouldn't be going to university and finding my path.”

**Young adult carer**

“As a result of support to volunteer in two different settings (charity shop and day centre for adults) I can imagine working in future in either setting and am learning new skills in both roles.”

**Young adult carer**

- 5.21 One Network Partner commented on use of the Carers Star to focus interventions:

“Through the Carers Star we are able to establish the young people's stance in a range of aspects of their life, and this helps us identify whether they are NEET or at risk of being NEET. Once this has been established we offer specific interventions to support the young adult carers back into education, employment and training opportunities.”

**Carers Resource Harrogate and Craven**

## Effective strategies and approaches

- 5.22 84% of survey respondents felt young adult carers who had been involved in shaping activities and advising on needs had increased their confidence and skills. For example:
- 5.23 Carers Trust Fylde Coast's young adult carers have been involved in a number of consultation events. One young adult carer supported the project worker during a presentation at the NIACE 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 and three young adult carers took part in a professional networking event and spoke with local professionals about their education and employment experiences. These opportunities have increased the young adult carers' aspirations and confidence, as well as promoting a service they are passionate about.

“The young adult carers give their views now on a day-to-day basis without being directly asked, and will now suggest ideas whenever they think of them. Some of the young adult carers who have been really keen to get involved with the shaping of activities and advising on needs have now expressed interest in volunteering for us.”

### Network Partner

- 5.24 The value of one-to-one working as an effective type of intervention emerged strongly from written feedback and from interviews. Several Network Partners identify this as something they intend to increase in future. Young adult carers value individual support with CVs or applications, with personal or family crisis situations and also help with making major life transition choices around work or education.
- 5.25 Other types of activities provided have been broad and there does not appear to be any particular type of content or approach that is more or less successful. Rather, group work and activities have been a means to an end, resulting in wellbeing outcomes such as confidence and self-esteem achieved through social interaction with peers, respite from caring and encouragement to try new things.
- 5.26 Practical activities aimed at improving health have tended to focus on healthy eating, or information sessions on specific topics. Some projects have found it hard to engage young adult carers with activities directly focused on health, such as sport or exercise, but 'softer' activities generally work well.
- 5.27 Some specific approaches have been highlighted as contributing to success, for example using Facebook and other forms of social media:

“Course recruitment has been most successful through Facebook and social activity contact.”

### Carers Trust Tyne and Wear

“We understand the benefit of using text, Facebook, and email for those that cannot, or are unwilling to, engage face to face.”

### Carers in Bedfordshire

- 5.28 Carers Trust staff also identified some specific types of intervention that seemed particularly effective, for example delivering activities out of a house based on the premises of the carers service (Carers Trust Tyne and Wear) or using personal budgets for young adult carers to access additional activities towards positive outcomes (Powys Carers Service). These were not evidenced in monitoring forms but may provide some material for good practice sharing among Network Partners.

## Challenges

- 5.29 Interviews with Network Partners and Carers Trust staff highlighted a number of challenges associated with the particular circumstances of young adult carers:
- The levels of complex needs of many young adult carers and/or their families, which become evident as a result of deeper one-to-one support place high demands on project workers' time and skills. Crisis management support does not often produce hard evidence on outcomes but can be highly beneficial to the individual young adult carer.
  - 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.
- 5.30 Although generally feedback from Network Partners on the Carers Star as an assessment and monitoring tool is positive, the availability of Carers Star data on outcomes is variable. Various reasons for this have been suggested:
- Lack of time by Network Partners to input data onto Star Online even though they might be using the Star.
  - Insufficient numbers of staff trained in using the Star (training on the Carers Star was available for one project worker per project for Take Action & Support and for two workers per project on Time for Change, so if a trained staff member leaves there is a capacity gap).
  - The Carers Star works well for those who consistently engage and participate in one-to-ones, but is less successful for those who only engage sporadically (for example, by occasionally attending drop-in sessions or activities and workshops) but who might still be benefiting.
- 5.31 Several projects (not only those working in rural areas) have highlighted the particular challenges posed by transport and the geographically diverse locations of young adult carers, particularly as most projects have only one main worker focusing on young adult carers. Transport budgets have often been stretched and it has been difficult for some young adult carers to attend groups or follow through with commitments to go to college.

## Key points

- This funding has led to improved outcomes for young adult carers as evidenced by the Carers Star data that was available.
- There is evidence of programme outcomes being achieved – with improved life chances and health and wellbeing and increased engagement with employment, education and training opportunities.
- Take Action & Support appears to have contributed to a reduction in young adult carers who are NEET from 39% to 15%.
- One-to-one support and peer support appear to be the most effective types of intervention in achieving outcomes for young adult carers; also practical activities and support for activities such as CV writing.
- There are also benefits for young adult carers as a result of involvement in project design and delivery.
- There is potential for greater capturing of innovative approaches and sharing of learning.
- Further exploration may be useful into whether greater targeting is required, for example young adult carers from black, Asian and minority ethnic communities or male young adult carers.
- Rural areas pose particular challenges due to the cost and time of travel.

# 6

## Impact on external stakeholders



- Have health and social care providers been influenced and supported to improve young adult carers' access to medical information and support?
- Has the awareness, profile and support of young adult carers with stakeholder agencies (for example, job centres, schools, colleges, universities, pupil referral units, employers, local and national government and the general public) increased?

### Introduction

6.1 The About Time grant programmes (specifically Time for Change) aimed to increase the awareness, profile and support of young adult carers with stakeholder agencies as well as specifically influencing health and social care providers to improve access to medical information and support. This section presents:

- The approach.
- Types of external stakeholder.
- Evidence of outcomes achieved.
- A summary of emerging key points.

6.2 The importance of work with external agencies was emphasised by one Network Partner:

**“Carers Services are not the only answer in direct work, sometimes we should be co-ordinators and developers of more appropriate services for carers aged 16 plus.”**

**Salford Carers Centre**

### Approach

6.3 Almost all Network Partners have some evidence of partnership working. This has often included commissioning external partners (such as private training providers) to deliver activities, however this is not the main focus of this section which is predominantly about working with and influencing public sector and voluntary sector organisations.

6.4 In addition to activities by Network Partners, Carers Trust produces information for Network Partners to use when working with local authorities to remind them of

their duty under the Care Act. Network Partners interviewed commented that they found policy information such as this very useful.

- 6.5 Many partners focused on a particular sector such as education or health while a smaller number took a multi-agency approach, building a broad network of partners. It may be useful to explore these differing approaches in more detail in subsequent reports.
- 6.6 One Network Partner held a network meeting for external agencies which provided an opportunity for networking and awareness raising about young adult carers, the impact of caring, and legislative updates. Following this, all agencies were asked to make a pledge to do something within their organisation. Pledges included adding questions to registration or referral forms relating to **unpaid** care provision, inviting a project worker to a team meeting to heighten awareness, and organising discussions with relevant senior staff members to discuss policy changes.
- 6.7 Manchester Carers Centre has placed multi-agency collaboration at the centre of its approach, as described below:

“Our project was particularly successful in engaging with professionals. We established a professional network to give those working with young adult carers and young people 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 inbetween 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 has produced a professional pack for both statutory and voluntary sector organisations to raise awareness about young adult carers and improve support available. This will be distributed to every school, college and university in Manchester as well as every professional registered on our database. Initial feedback received on the pack is that it is an excellent resource for professionals seeking an introduction to young adult carers and will 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 feel their awareness about young adult carers and help available has been improved by accessing packs or liaising with the service.”

**Manchester Carers Centre**

## Types of external stakeholders and outcomes

- 6.8 Network Partners were asked to provide information on partnerships in monitoring forms. This was interpreted differently, for example one Network Partner made one entry for 'colleges' while many others listed each college where there was a relationship. Similarly, Network Partners have not always differentiated between working in partnership on delivery of activities and influencing at a more strategic level in their reporting. It may be helpful to clarify the purpose of collecting this information and provide more guidance on what is needed.
- 6.9 Over 100 examples of partnerships were given by the 30 Network Partners funded through Time for Change and Take Action & Support. The largest proportion were with education providers. Partnerships can be broadly categorised as being with the following types of organisation:
- **Education providers (schools, colleges, universities):** 44 examples given.
  - **Employment agencies and individual employers:** 11 cases given.
  - **Statutory health and social care providers:** 21 examples given.
  - **Arts and leisure organisations:** ten examples given.
  - **Voluntary sector agencies, covering employment, health/social care and education:** 36 examples given
- 6.10 There were two Time for Change programme outcomes relevant to external stakeholders:
- Increase the awareness, profile and support of young adult carers with one or more stakeholder agency (16 of 21 projects contributed).
  - Influence and support health and social care providers to improve young adult carers' access to medical information and support (six of 21 projects contributed).
- 6.11 Outcomes related to the different types of stakeholders are considered in more detail below.

### Education, employment and training organisations

- 6.12 Education providers have been a major focus for many Network Partners. Evidence of outcomes are as follows:
- **The Carers Centre for Brighton and Hove** recruited four agencies who have taken on a champion role for young adult carers within the city. These are the three main colleges where the largest percentage of the caseload are studying. The Carers Centre has also developed a champion role with Brighton Job Centre, who is rolling out a pilot project resulting in young adult carer referrals.
  - **Salford Carers Centre** has worked with Salford University, initially on staff policies and awareness, which led to a Student Carers Policy for its students. This has led to offering support/advice to young adult carers from other areas who attend university in Salford.

- **Carers Trust 4all** has a combined venture with Staffordshire University which will aim to deliver workshops and recruitment packages that are suited to young adult carers' needs. Since October 2014 South Cheshire College now asks all new students if they are carers.
- **Northamptonshire Children and Young People's Nurses** (situated all over the county and attached to different schools) have discussed with Northamptonshire Carers the possibility of becoming carer champions and helping to raise awareness and provide information to local schools. They are devising their own policy around identifying and supporting young carers.
- Several Network Partners have focused on working with local businesses. Northamptonshire Carers has developed a relationship with Barclaycard. Helensburgh and Lomond Carers SCIO worked with local businesses such as hairdressers and hotels.

6.13 At least one Network Partner has had less success working with schools on raising awareness, finding it difficult to be invited to meetings or assemblies. There may be some benefit in linking up organisations with success with particular types of stakeholders with those facing challenges, to share experience.

### **Statutory health and social care providers**

- 6.14 Several projects aimed to increase the awareness, profile and support of young adult carers with health and social care providers. For example, Redbridge Carers Support Service delivered training sessions attended by professionals from a variety of statutory, health and voluntary sector services. 100% of professionals who attended the training sessions reported they have better awareness and understanding of young adult carers, how to identify their support needs and where they can access support. They all reported they would discuss this with their teams.
- 6.15 Six projects focused on influencing and supporting health and social care providers and there is less evidence of success in this area. Some Network Partners have suggested that this may be because young adults and their needs are the main focus of educational institutions whereas this is not the case for health and social care providers. This could be an area for further exploration in the future. 8% of Network Partners responding to the survey stated that health and social care providers had improved access to medical information and support to some extent as a result of the project, with a further 31% stating that this had improved to a small extent and 23% stating it had not improved at all.
- 6.16 However there was some evidence of success:
- **Sunderland Carers Centre** now has four representatives from GP surgeries sitting on the multi-agency partnership board which meets bi-monthly to look at young carer and young adult carer issues.
  - **Carers Resource Harrogate and Craven** stated that engagement with GP surgeries has grown over the last six months. Health and social care practitioners have learnt about young adult carers and now understand more the position they are in. It is hoped to further develop young adult carers' rights to medical information over the next year.

- **Carers Trust Fylde Coast** has developed the relationship with local school nurses. School nurses and health visitors have all participated in awareness sessions and are more open when making referrals.
  - **The Carers' Centre Bath and North East Somerset** active lifestyle and health improvement team has opened up its support to young adult carers aged 14+ rather than just those over 18.
- 6.17 Some Network Partners highlighted successes in working with and influencing local authorities:
- **Salford Carers Centre** has worked with the City Council to review staff policies with carers in mind.
  - **Carers Trust Tyne and Wear** has worked with the Workforce Development Team to co-deliver training on Common Assessment Framework and Team Around the Family to ensure that a professional expertise concerning young and young adult carers is included within local training.
  - **Carer Support Wiltshire** is working with Wiltshire Council to ensure the service is recognised by children's social care, adult social care and their integrated youth services. Wiltshire Council youth services are beginning to make referrals into the service.

### Arts and leisure

- 6.18 Several Network Partners have negotiated free/discounted access to arts and leisure facilities, for example:
- **Renfrewshire Carers Centre** negotiated cut price gym membership and Rangers, Celtic and St Mirren football clubs have given young adult carers access to the stadium and provided free tickets to matches.
  - **Salford Carers Centre** continues to work in partnership with the Salford Leisure Service around cheap access to Fit City gyms and swimming pools across the city.
  - **Carers Resource Harrogate and Craven's** work with Rossett Sports Centre enabled free use of facilities and a young carer and young adult carer discount.
  - **Gateshead Leisure Centre** provides young adult carers at Carers Trust Tyne and Wear with Active Cards enabling reduced cost access to council leisure facilities including gyms and swimming pools.
  - **NEWCIS Flintshire's** liaison with local youth services resulted in a partnership with Clwyd Theatr Cymru and the provision of a weekly theatre studies workshop for young adult carers.

### Voluntary sector

- 6.19 Network Partners have worked with a range of voluntary sector organisations, for example:
- **Norfolk Carers Support** employed MIND to deliver the Youth Mental Health First Aid qualification. This also allowed Mind to meet carers and seven of them went on to receive support from MIND for the first time.

- **Carers Trust Tyne and Wear** works with Youth Focus North East (YFNE) to run the Reducing the Skills Gap employment skills course. YFNE has trained young adult carers as volunteer researchers and supported their research into education, employment and training barriers faced by young adult carers which has led to the development of new modules. Following this it has trained a group of volunteer peer educators to deliver the full course to groups of young adult carers.

## Involving young adult carers in influencing stakeholders

6.20 There are several examples of young adult carers' involvement in awareness-raising and influencing activities aimed at external stakeholders, for example:

- **Renfrewshire Carers Centre** young adult carers have been involved with the Open University to develop a training course for carers, attending a carers reference group and giving a presentation to some local heads of service and within the local college. This has helped put young adult carers on the agenda at a local level.
- **Carers Resource Harrogate and Craven** young adult carers have been supported by the project worker to attend a regional youth summit and also to staff a stand at a sixth form college health and wellbeing event. The young adult carers who have been part of this have become really enthusiastic about having their say and ways to make a splash. One is currently trying to plan a flash mob to raise awareness of the issues faced by young carers.
- **Carers Trust Fylde Coast's** young adult carers have taken part in a professional network meeting with education providers and other professionals to discuss their experiences of education and employment, in order to feed into how policies and support could be developed at a more strategic level within the locality. They also helped to design some of the literature handed out at this meeting.

6.21 Many Network Partners are also supporting young adult carers' involvement in the Time to be Heard element of About Time (which is outside the scope of this evaluation). Further information about the benefits to young adult carers from this involvement have been seen within that programme of work and added significant value to the national message.

## Key points

- Partnership is an important focus, with over 100 examples of partnerships given by the 30 Network Partners funded through Time for Change and Take Action & Support.
- The largest proportion were with education providers. It appears to have been harder to engage with and influence health and social care providers. There are some successes in multi-agency working (Manchester Carers Centre and Carers Trust Fylde Coast) and there could be benefits in exploring this approach further.
- There are many examples of increased awareness and influence, including examples of changes in policy and practice, particularly within education.
- Information provided by Carers Trust on national policy has empowered some Network Partners to provide good quality information with which to influence organisations at a local level such as local authorities.
- There are some examples of specific practical benefits for young adult carers as a result of partnership working, such as leisure discounts.
- There is potential for work with external stakeholders to be strengthened, given its strategic significance and there may be value in exploring the reasons why it has been more challenging to engage with and influence partners in the health and social care sector.
- There is potential for Network Partners to buddy up or share learning on effective strategies for working with external stakeholders, for example the professional pack produced by Manchester Carers Centre, the top tips and kite mark produced by Carers Resource Harrogate and Craven or the pledge approach from Carers Trust Fylde Coast.
- It may be useful to review monitoring report guidance to clarify the type of information required on partnerships and influencing policy and practice.

# 7

## Impact on Network Partners



What has been the impact on Network Partners from participating in the About Time grant programmes?

### Introduction

- 7.1 This section presents the impact on Network Partners of participating in the About Time grant programmes and summarises the emerging key points. Potential benefits include:
- Development of services for young adult carers which may be the basis of subsequent approaches to other funders.
  - Learning about the most effective support for young adult carers.
  - Developing capacity more generally including new skills such as use of the Carers Star.
- 7.2 Each of these is considered briefly below.

### Development of services

- 7.3 Some Network Partners have been able to broaden their reach or refine their services as a result of the funding, for example:
- **Action for Family Carers** was able to present its work to commissioners and is now delivering young adult carers services across the whole of Essex. It submitted a successful partnership bid to provide support for carers of all ages across Essex, including continued support for young adult carers in Maldon and Colchester.
  - **Manchester Carers Centre** has been fundraising to sustain distinct services for young adult carers, and has met with children's commissioners to discuss provision. Manchester Carers Centre is now extending its adult services to include those who are 16+.

“The success of the project had a significant impact on the local authority who revisited their tender and included young adult carers within the specification.”

Network Partner

“This funding has provided a programme that has enabled us to gain additional funds and increase our capacity to support young adult carers.”

**Network Partner**

“Young adult carers previously were part of our adult service and engaged with the service in a limited way. By having a dedicated worker we have been able to offer tailored support to individuals and establish the networks and groups for peer support.”

**Network Partner**

## **Increased understanding of effective approaches for young adult carers**

- 7.4 The programme appears to have raised understanding about the needs of young adult carers as a group and increased Network Partners’ skills in developing appropriate and effective approaches, particularly as a result of the involvement of young adult carers in shaping project design. Examples of increased understanding are:
- Increased flexibility on timing and targeting of workshops to meet users’ needs.
  - Addressing negative attitudes to engagement.
  - Developing expertise on working with the transition age range.
  - Adopting new communication methods such as social media.

## **Increased skills and capacity**

- 7.5 Other examples of increased skills and capacity of Network Partners as a result of the programmes are:
- New skills in using the Carers Star.
  - A better understanding of user involvement in project design.
  - Expertise in developing more tailored services.
  - More skills in working with stakeholders and wider networks.

“Activities developed, planned and delivered with young adult carers through the young adult carers committee has meant the project is carer led and has been relevant, timely and received positive feedback.”

**Network Partner**

“Initially we offered large, course like sessions to all young adult carers. We quickly learnt that for CV sessions to be successful and engaging for everyone attending they need to be small and personal.”

**Network Partner**

“Further training and workshops including the carers AGM ensured that I am fully up to date and aware of statistics and facts around young adult carers. This also allows me to speak with young adult carers first hand to find out the real every day issues and barriers they face in their day-to-day lives. We are now much better equipped to recognise young adult carers ourselves and then to be able to tailor support packages around their needs.”

**Network Partner**

“This project gave us capacity to develop a new, targeted service for young adult carers and has allowed us to develop our partnership working with a range of other organisations.”

**Network Partner**

“We held a Young Adult Carers Forum to decide the way forward for the project. A key theme that arose was the inability to travel due to lack of confidence and funds. As a result of this two young adult carers have put in for personal grants for driving lessons and we are incorporating aspects of independent travel into activities.”

**Network Partner**

“We will continue to build the relationships we have developed with Network Partners and other professionals to sustain local awareness and information sharing on young adult carers.”

**Network Partner**

“We will continue to give extra attention to the young adult carers and use the star chart as a basis for identifying needs.”

**Network Partner**

## **Challenges for Network Partners**

- 7.6 It has been a challenge for Carers Trust to spread the available funding across the UK while also enabling projects to apply for grants of sufficient size and length to achieve more sustainable impact. The short funding period (six months for Take Action & Support and 12–18 months for some Time for Change grants) and relatively small grant size (£10,500 for Take Action & Support) has made

it harder for some projects – particularly those starting new services for young adult carers – to get off the ground and to demonstrate outcomes in the funding period.

- 7.7 Although there are no indications that staff turnover is higher than average for the sector, the small numbers of staff funded means the departure of a key staff member can have significant impact on young adult carers, particularly those who come to depend on critical one-to-one support, as well as affecting service provision and outcomes monitoring (for example if there is only one staff member trained to use the Carers Star).
- 7.8 The deeper one-to-one support that has been a key feature of the approach of many Network Partners reflects the levels of complex needs of many young adult carers and their families, with project workers becoming the person that young adult carers will turn to first in moments of crisis. This in turn puts pressure on project workers' time. This intensive support work does not always lend itself to specific measurable outcomes and balancing the demands of this unplanned and responsive crisis support with the more structured delivery of activities is challenging.

### Key points

There is evidence that the funding has enabled Network Partners to:

- Develop their service offer.
- Deepen their understanding of the needs of young adult carers.
- Broaden and develop networks with stakeholders.
- Increase their skills in project design and user involvement.
- Develop new technical skills such as use of the Carers Star and social media.

Network Partners have faced some delivery challenges related to:

- Getting projects underway within a short timescale.
- Maintaining services and outcomes monitoring when key staff leave.
- The complex needs of some young adult carers and their families resulting in high levels of intensive one-to-one support.

# 8

## Conclusions



### Introduction

- Carers Trust has provided funding of £975,409 to 30 projects across the two programmes, benefitting 1,805 young adult carers through Time for Change and 138 young adult carers through Take Action & Support.
- The programmes are reaching a distinct group that have fallen through the net between young carers and adult carers services and who are facing particular challenges as young adults who undertake a caring responsibility. There is evidence that the first round of funding has achieved impact for young adult carers, had some influence at a more strategic level and increased the capacity of Network Partners.

### Impact on young adult carers

- Based on Carers Star data available, there is evidence that the funding has led to improved outcomes for young adult carers across all domains:
  1. Health
  2. The caring role
  3. Managing at home
  4. Time for yourself
  5. How you feel
  6. Finances
  7. Work.
- Overall, Time for Change programme outcomes appear to have been achieved. Most success has been achieved in improving life chances, health and wellbeing. Some success has been achieved in the outcome related to influencing external stakeholders, but evidence here is less consistent.
- Take Action & Support appears to have contributed to a reduction in young adult carers who are NEET from 39% to 15%.
- One-to-one support and peer support appear to be the highly effective types of intervention in achieving outcomes for young adult carers, along with practical activities such as CV writing and help with applications.
- There has been significant service user involvement in the design and approach of projects, bringing benefits to young adult carers themselves as well as to Network Partners and also contributing to external influence.

## Impact on external stakeholders

- Partnership is a key focus with over 100 partnerships from 30 Network Partners and with education accounting for the largest number. There have also been some successes in multi-agency networks and with health and social care providers. There is potential to promote this learning or buddy up Network Partners for peer support.
- For some Network Partners, influencing policy and practice with local stakeholders has been a challenge. This is a key area for achieving more sustainable change for young adult carers and there may be value in exploring the reasons why it has been more challenging to engage with and influence partners in the health and social care sector.

## Impact on Network Partners

- Network Partners have benefited from Carers Trust support, training (for example, on the Carers Star) and briefings on policy areas such as the Care Act 2014 and the Children & Families Act 2014.
- The funding has increased Network Partners' capacity to learn about the needs of young adult carers, develop new services, increase their skills and widen their networks.
- The main challenges for Network Partners have been in relation to achieving impact with short funding timescales, meeting the complex support needs of some young adult carers and dealing with the implications of staff turnover on project deliverables. Some Network Partners have faced specific problems in relation to supporting young adult carers over a wide geographical area.

## Understanding impact and sharing learning

- The Carers Star has generally been popular as a development tool and as a means of providing evidence although data has not been consistently captured by Network Partners. While it is not appropriate for every case (for example, with young adult carers who only engage sporadically) it is the single most powerful means of communicating that projects are making a difference and thus will be important for project sustainability beyond the lifetime of the funding.
- Carers Trust could make greater use of data from the Carers Star, for example to communicate back to Network Partners on overall impact in particular areas, or to identify programmes achieving notable change.
- There may be scope for some peer support to promote use of the Carers Star among Network Partners, for example a learning session run by Network Partners that have had particular success with using it.

- Evidence of programme impact could be strengthened by:
  - Linking programme outcomes more closely with Carers Star outcomes.
  - Reviewing monitoring forms to reduce the volume and type of information collected and being clearer on its use.
- There is also scope for greater sharing of learning between Network Partners, for example by capturing particularly innovative and effective approaches.

## **Programme design**

- There should be further exploration of whether greater targeting is required, for example to reach more people from black, Asian and minority ethnic communities or male young adult carers.

---

# References



Audit Commission (2010), *Against the Odds, Targeted Briefing: Young Carers*. (Audit Commission).

UK Census 2011. Source: Office for National Statistics licensed under the Open Government Licence v.1.0. See [www.ons.gov.uk/ons/rel/census/2011-census-analysis/provision-of-unpaid-care-in-england-and-wales--2011/sty-unpaid-care.html](http://www.ons.gov.uk/ons/rel/census/2011-census-analysis/provision-of-unpaid-care-in-england-and-wales--2011/sty-unpaid-care.html)

Dearden, C and Becker, S (2004), *Young Carers in the UK: The 2004 Report* (Carers UK).

NUS (2013), *Learning with Care: Experiences of Student Carers in the UK* (NUS).

The Children's Society (2013), *Hidden from View: The Experiences of Young Carers* (The Children's Society).

---

# Appendices

---

## Appendix 1:

### Time for Change and Take Action & Support Round 1 grants

#### Time for Change<sup>3</sup>

Network Partner	Nation	Region	Amount	Months	Number of young people engaged
Manchester Carers Centre	England	North West	£42,930.10	12	62
Carers Trust Cambridgeshire	England	Eastern	£42,203.43	18	47
Action for Family Carers	England	Eastern	£41,975.28	18	73
Kingston Carers' Network	England	London	£42,993.00	24	79
Carers Trust Barnet Carers Centre	England	London	£42,895.45	24	30
Redbridge Carers Support Service	England	London	£42,386.00	24	85
Sunderland Carers Centre	England	North East	£41,144.64	24	47
Carers Trust Tyne and Wear	England	North East	£42,986.72	24	260
Carers Trust Fylde Coast	England	North West	£42,786.00	18	188
Carers Trust 4all	England	North West	£42,270.00	18	56
Salford Carers Centre	England	North West	£34,188.00	24	137

(continued)

---

3 To date, most projects were still underway when this report was written.

Network Partner	Nation	Region	Amount	Months	Number of young people engaged
The Carers Centre for Brighton and Hove	England	South East	£42,996.00	24	56
Carer Support Wiltshire	England	South West	£42,998.00	12	104
The Carers' Centre Bath and North East Somerset	England	South West	£42,710.50	18	34
Crossroads Care North Somerset	England	South West	£42,695.00	24	85
York Carers Centre	England	Yorkshire/ Humberside	£42,960.00	24	81
Carers Resource Harrogate and Craven	England	Yorkshire/ Humberside	£41,979.00	24	26
Renfrewshire Carers Centre	Scotland		£43,000.00	12	106
Helensburgh & Lomond Carers SCIO	Scotland		£43,000.00	18	32
Perth & Kinross Association of Voluntary Service	Scotland		£41,712.00	24	159
NEWCIS Flintshire	Wales		£43,000.00	24	58
<b>Total</b>			<b>£885,809</b>		<b>1,805</b>

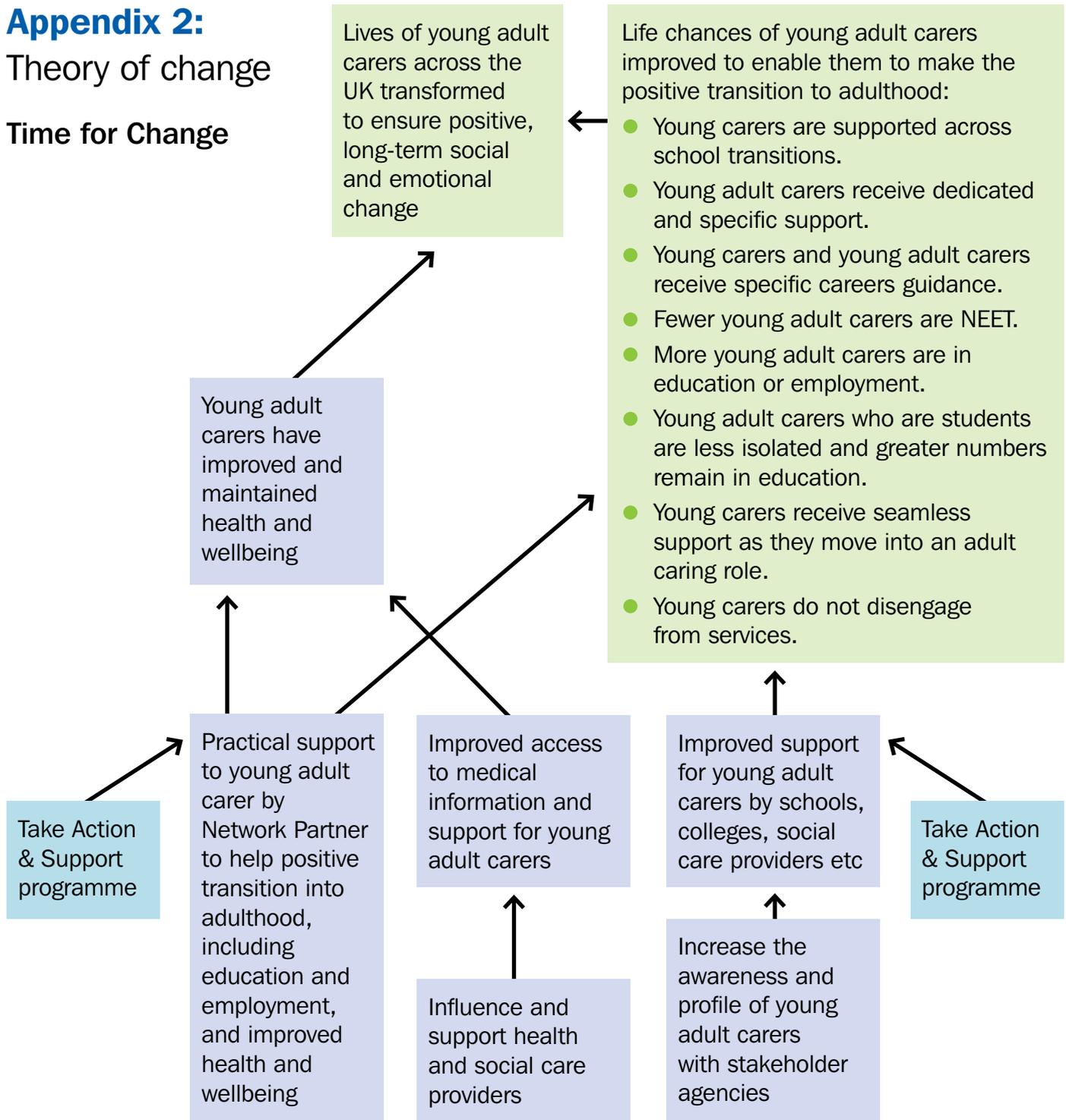
## Take Action & Support

Network Partner	Nation	Region	Amount	Months	Number of young people engaged
Carers Trust Fylde Coast	England	North West	£8,400	6	12
Norfolk Carers Support	England	East	£10,500	6	15
Carers in Bedfordshire	England	East	£10,500	7	15

(continued)

Network Partner	Nation	Region	Amount	Months	Number of young people engaged
Northamptonshire Carers	England	East Midlands	£10,500	6	31
Derbyshire Carers Association	England	East Midlands	£10,500	6	12
Carers Association in South Tyneside	England	North East	£10,500	6	16
Dumfries and Galloway Carers Centre	Scotland		£9,800	6	11
Renfrewshire Carers Centre	Scotland		£8,400	6	12
Powys Carers Service	Wales		£10,500	6	14
<b>Total</b>			<b>£89,600</b>		<b>138</b>

## Appendix 2: Theory of change Time for Change

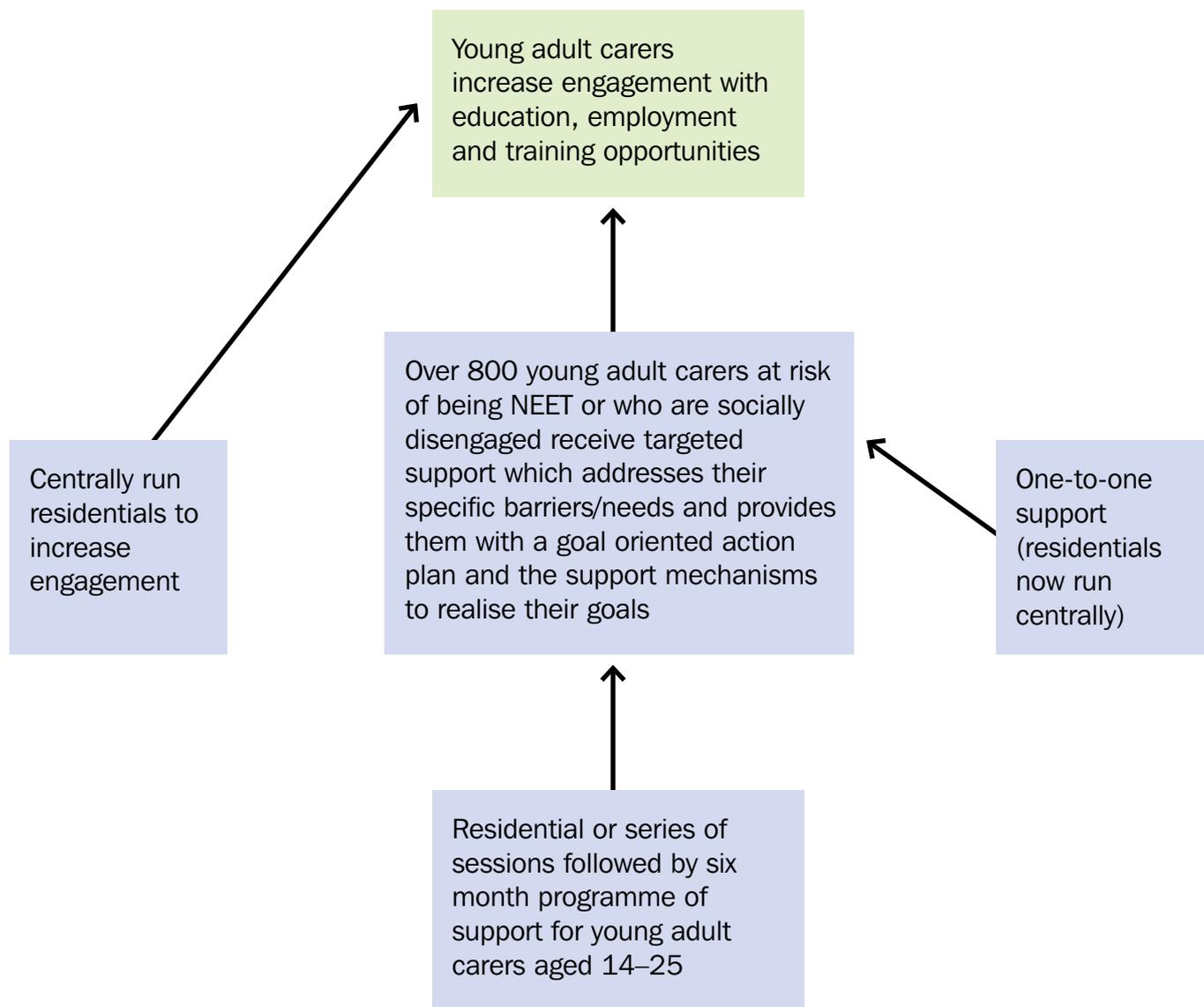


55 projects will be established across the UK with grants of up to £43,000 over a 12, 18 or 24 month period.

### Assumptions (to be tested):

- Young adult carers able to access support provided by Network Partners and stakeholders.
- Health and social care providers/stakeholders open to influence.
- Health and social care providers/stakeholders improve support as a result of influence/increased awareness.
- Practical support is appropriate and leads to improved health and wellbeing and improved life chances/positive transitions.

## Take Action & Support



Take Action & Support will provide Network Partners with up to £10,500 to facilitate young adult carers in taking action to address barriers to their engaging with educational, employment or training and support them in doing so.

### Assumptions (to be tested):

- Support provided increases engagement.
- Young adult carers at risk of being NEET or socially disengaged able to be identified.
- Barriers and needs able to be identified.
- Young adult carers are able to access support.

## Appendix 3: About Time grant programmes evaluation framework

### Evaluation aim and objectives

**Aim:** To deliver an impartial evaluation of the impact that the About Time grant programmes are having on young adult carers, funded organisations and the young adult carer sector.

### Objectives

1. 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.
2. To conduct a qualitative study with funded projects to identify effective strategies and approaches for supporting and enabling young adult carers.
3. To provide a focused evaluation of data derived from our 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.
4. To evaluate the impacts of programme delivery and Carers Trust grant making processes on funded organisations and programme guiders.

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Time for Change aim</b></p> <p>The lives of young adult carers across the UK will be transformed to ensure positive, long-term social and emotional change.</p>	<ol style="list-style-type: none"> <li>1. What contribution has been made to transforming lives of young adult carers? What evidence is there?</li> <li>2. What is the learning?</li> </ol>	<ul style="list-style-type: none"> <li>● Achievement of young adult carer goals.</li> <li>● Evidence of progression in personal life (employment, education, reduced inappropriate caring).</li> <li>● Improved health and wellbeing outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>● Maybe case studies?</li> <li>● Overview of info across domains on Carers Star.</li> <li>● Monitoring forms.</li> </ul>

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
Time for Change aim (cont)		<ul style="list-style-type: none"> <li>Evidence of sustainability of transformation.</li> <li>Number of young adult carers supported.</li> </ul>	
<b>Time for Change outcomes</b>	<ul style="list-style-type: none"> <li>Improve the life chances of young adult carers to enable them to make the positive transition to adulthood (young adult carer).</li> </ul> <ol style="list-style-type: none"> <li>Have life chances been improved?</li> <li>In what way?</li> <li>To what extent and for how many?</li> <li>What has contributed?</li> <li>What is the learning?</li> </ol>	<ul style="list-style-type: none"> <li>Changes in NEET status.</li> <li>Increase in scores across Carers Star domains.</li> <li>Young carers feel supported across school transitions.</li> <li>Young carers and young adult carers receive specific careers guidance.</li> <li>Young carers feel they receive seamless support as they move into an adult caring role.</li> <li>Young carers do not disengage from services.</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring forms (Section 3).</li> <li>Carers Star data.</li> <li>Network partners/ questionnaire/ interviews (learning).</li> <li>Young adult carer focus group.</li> </ul>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
Time for Change outcomes (cont)	<ul style="list-style-type: none"> <li>Improved and maintained health and wellbeing among young adult carers (young adult carer).</li> </ul>	<p>8. Have young adult carers improved and maintained their health and wellbeing? In what way? To what extent and for how many?</p> <p>9. Does practical support lead to improved health and wellbeing and improved life chances/positive transitions?</p> <p>10. What has contributed?</p> <p>11. What is the learning?</p>	<ul style="list-style-type: none"> <li>Carers Star data</li> <li>Monitoring forms provide information on support, analysed against Carers Star data.</li> <li>Focus group with young adult carers, Network Partners questionnaire/ interviews</li> </ul>
<ul style="list-style-type: none"> <li>Improved access to medical information and support for young adult carers (young adult carer, external agencies)</li> </ul>	<p>12. Have health and social care providers improved access to medical information and support?</p> <p>13. In what way?</p> <p>14. To what extent and for how many?</p> <p>15. What has contributed?</p> <p>16. 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 report (Section 4. Partnership work)</li> <li>Questionnaire to health and social care providers?</li> </ul>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<ul style="list-style-type: none"> <li>Improved support for young adult carers by schools, colleges, social care providers (young adult carer, external agencies).</li> </ul>	<p>17. Have social care providers/ stakeholders improved support as a result of influence/increased awareness?</p> <p>18. Has support for young adult carers increased?</p> <p>19. In which agencies?</p> <p>20. In which way?</p> <p>21. To what extent?</p> <p>22. How many?</p> <p>23. What has contributed?</p> <p>24. What is the learning?</p>	<ul style="list-style-type: none"> <li>Examples of changes in policies and practice.</li> <li>Young adult carers feeling of being supported increased.</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaire to health and social care providers?</li> <li>Focus groups young adult carers?</li> <li>Monitoring forms Section 4.</li> <li>Focus group young adult carers.</li> </ul>
<ul style="list-style-type: none"> <li>Increased capacity of Network Partners? (Network Partners)</li> </ul>	<p>25. Has capacity increased?</p> <p>26. What has contributed?</p>	<ul style="list-style-type: none"> <li>Examples of increased capacity.</li> <li>Examples of role young adult carer played in shaping support and delivery.</li> <li>Examples of changes (involving young adult carers) in practice in other areas.</li> </ul>	<ul style="list-style-type: none"> <li>Network Partners' questionnaire/ interviews.</li> </ul>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p>Time for Change outcomes (cont)</p> <ul style="list-style-type: none"> <li>● Increased confidence and skills of young adult carers and of programme guiders (programme guiders).</li> </ul>	<p>27. How have projects demonstrated that young adult carers have played a key role in shaping and improving support/programmes of delivery?</p> <p>28. Is this part of organisational culture of the services?</p> <p>29. How has each project utilised the expertise and knowledge of young adult carers to ensure support and services and represent their needs?</p> <p>30. In what ways have young adult carers helped shape the support, outcomes and impact on other young adult carers?</p> <p>31. Have confidence and skills increased? What is the evidence?</p> <p>32. What has contributed?</p>	<ul style="list-style-type: none"> <li>● Extent to which young adult carers involved.</li> <li>● Examples of changes as a result of young adult carers' involvement.</li> <li>● Programme guiders report increased skills and confidence.</li> </ul>	<ul style="list-style-type: none"> <li>● Monitoring returns/questionnaire to Network Partner/ focus groups young adult carers.</li> <li>● Questionnaire to Network Partners/ focus groups young adult carers.</li> <li>● Focus group programme guiders.</li> </ul>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Time for Change activities</b></p> <ul style="list-style-type: none"> <li>● Practical support provided to young adult carers by Network Partner to help positive transition into adulthood, including education and employment, and improved health and wellbeing.</li> <li>● Health and social care providers influenced and supported.</li> <li>● Increase awareness and profile of young adult carers with stakeholder agencies.</li> </ul>	<p>33. Are young adult carers able to access support provided by Network Partners and stakeholders?</p> <p>34. Are health and social care providers/stakeholders open to influence?</p>	<ul style="list-style-type: none"> <li>● Numbers of young adult carers accessing support.</li> <li>● Examples of different types of support.</li> <li>● Young adult carers report able to access support.</li> <li>● Examples of influence.</li> </ul>	<ul style="list-style-type: none"> <li>● Monitoring forms.</li> <li>● Focus groups young adult carers.</li> <li>● Monitoring form.</li> </ul>
<p><b>Time for Change processes/ inputs</b></p>	<p>For overall evaluator.</p>		

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Take Action and Support aim</b></p> <p>Young adult carers increase engagement with education, employment and training opportunities.</p>	<p>35. What contribution has been made to increased engagement with education, employment and training opportunities by young adult carers who are NEET/at risk of being NEET?</p> <p>36. For how many?</p> <p>37. What is the learning?</p> <p>38. What contribution has been made to addressing barriers to their engaging with education, employment and training opportunities?</p> <p>39. Does support provided increase engagement?</p> <p>40. For how many?</p> <p>41. What is the learning?</p>	<ul style="list-style-type: none"> <li>● Change in NEET status.</li> </ul>	<ul style="list-style-type: none"> <li>● Monitoring from Section 1.</li> <li>● Network Partners questionnaire/ interviews.</li> <li>● Focus group young adult carers.</li> </ul>
<p><b>Take Action &amp; Support outcome</b></p> <p>Over 800 young adult carers at risk of being NEET or who are socially disengaged receive targeted support which addresses their specific barriers/needs and provides them with a goal oriented action plan and the support mechanisms to realise their goals.</p>	<p>42. Are barriers and needs effectively identified and addressed by support?</p> <p>43. Do action plans and support contribute to realising goals?</p>	<ul style="list-style-type: none"> <li>● Numbers of young adult carers accessing support.</li> <li>● Examples of different types of support and action plans.</li> </ul>	<ul style="list-style-type: none"> <li>● Monitoring reports on numbers.</li> <li>● Focus group young adult carers.</li> </ul>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p><b>Take Action &amp; Support activities</b></p> <p>Residential or series of sessions followed by six month programme of support for young adult carers aged 14–25.</p>	<p>44. Are young adult carers at risk of being NEET or socially disengaged able to be identified?</p> <p>45. Are young adult carers able to access support?</p>	<ul style="list-style-type: none"> <li>● Views of Network Partners.</li> <li>● Views of young adult carers.</li> </ul>	<ul style="list-style-type: none"> <li>● Network Partners questionnaire/ interviews.</li> <li>● Focus group young adult carers.</li> </ul>
<p><b>Take Action &amp; Support processes/ inputs</b></p> <p>Support provided by Carers Trust (in addition to funds).</p>	<p>For overall evaluator.</p>		

## Appendix 4:

### Network Partner survey questions

1. Do you feel that life chances for young adult carers have been improved to enable them to make the positive transition to adulthood as a result of the funded project?
2. Do you feel that young adult carers have improved and maintained their health and wellbeing as a result of the project?
3. Have young adult carers who are NEET/at risk of being NEET increased their engagement with education, employment and training opportunities?
4. What have been the greatest successes from this project in achieving change for young adult carers?
5. What has contributed to these successes?
6. Have health and social care providers improved access to medical information and support as a result of this project?
7. Have social care providers or other stakeholders improved support for young adult carers as a result of this project?
8. Are there any examples of changes in policy or practice by external agencies as a result of the project?
9. What has contributed to any successes with external agencies?
10. What are the barriers to young adult carers accessing support from this project or continuing with project activities?
11. Have you been able to identify and engage young adult carers who are at risk of being NEET or socially disengaged?
12. How have young adult carers played a role in shaping and improving support or project activities?
13. How have you used the expertise and knowledge of young adult carers to ensure support and services meet their needs?
14. Is there evidence of increased confidence and skills of those young adult carers involved in shaping activities and advising on needs?
15. Are young adult carers involved in shaping activities or programmes not funded by this grant programme within your organisation?
16. Has capacity of your organisation increased as a result of the funding? If so, in what way and what has contributed?
17. As a result of the programme would you like to expand in any area (assuming you had capacity and resources)?
18. What have been the main achievements of the project?
19. What have been the biggest challenges?
20. What have you learnt as a result of the project that could be more widely shared?
21. Please indicate how you want any written comments to be treated in reporting.

## Appendix 5:

### Contributors

#### Survey respondents: Network Partners

Organisation	Position
Carers Resource Harrogate and Craven	Young Adult Carer Worker
Sunderland Carers Centre (Southwick Neighbourhood Youth Project)	Youth Careers Worker
Carers Trust 4all	Care Manager
Helensburgh and Lomond Carers SCIO	Carer Services Team Leader
Action for Family Carers	Young Carers Service Manager
The Carers' Centre Bath and North East Somerset	Young Adult Carers Officer
Salford Carers Centre	Manager
Manchester Carers Centre	Carers Development Officer
Northamptonshire Carers	Team Leader – Young Carers Service
Carer Support Wiltshire	Support Services Team Leader
Dumfries and Galloway Carers Centre	Manager
Derbyshire Carers Association	Team Leader
Carers Trust Fylde Coast	Young Adult Carer Support Worker
Powys Carers Service	Team Leader: Young Carers

## Project visits: Network Partner and young adult carer interviews

Network Partner	Staff	Young adult carers
The Carers' Centre Bath and Northeast Somerset 16 July (Time for Change)	Senior Young Carers Officer Young Adult Carers Officer	2 young adult carers
Action for Carers 27 July 2015 (Time for Change)	Young Carers Service Manager	3 young adult carers
Norfolk Carers Support 4 August 2015 (Take Action & Support)	Under 25s Services Manager	3 young adult carers
Carers Trust 4all 10 September 2015 (Time for Change)	Young Adult Care Development Worker Business Development Manager	1 young adult carer

## Telephone interviews with Carers Trust staff

Trisha Thompson, Head of Grants and Funding

Tanya Coles, Grants Manager

Liz Wallis, Grants Manager

Alison Mitchell, Grants Manager

Tina Omotosho, Grants Officer

## Appendix 6: Carers Star data

### Time for Change

Averages	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average score	Average increase (%)	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Renfrewshire Carers	No data										106	0%
Manchester Carers Centre	Average 2	4.4	4.3	4.5	4.2	4.4	4.3	4.3	13%	40	62	65%
Manchester Carers Centre	Average 1	3.7	3.8	4.2	3.4	3.6	4.2	3.8		40		
Carer Support Wiltshire	Average 2	2.8	4.3	4.2	3.5	3.5	2.7	3.5		6	104	6%
Carer Support Wiltshire	Average 1	3.5	4.2	4.0	3.7	3.0	3.0	3.7		6		
Carers Trust Fylde Coast	Average 2	3.5	4.0	3.5	4.0	4.5	3.5	3.9	22%	2	162	1%
Carers Trust Fylde Coast	Average 1	3.5	3.5	3.5	2.0	5.0	3.0	3.2		2		
Action for Family Carers	No double data										73	0%

(continued)

Averages	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average score	Average increase (%)	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Carers Trust Cambridgeshire	4.0	4.0	5.0	5.0	5.0	5.0	3.0	4.4	-3%	1	47	2%
Carers Trust Cambridgeshire	4.0	5.0	4.0	4.0	5.0	5.0	5.0	4.6		1		
Carers Trust 4all											56	0%
The Carers' Centre Bath and North East Somerset	3.9	4.0	3.8	3.8	3.9	3.7	3.5	3.8	15%	14	34	41%
The Carers' Centre Bath and North East Somerset	3.5	3.7	3.5	3.1	3.2	3.3	2.7	3.3		14		
Helensburgh & Lomond Carers	3.7	3.7	3.7	4.0	3.5	4.0	4.2	3.8	31%	6.0	32	19%
Helensburgh & Lomond Carers	2.7	2.8	3.0	2.8	2.7	3.2	3.2	2.9		6.0		
Sunderland Carers Centre	4.1	4.4	4.3	3.9	3.8	3.9	4.2	4.1	24%	13	47	28%
Sunderland Carers Centre	3.5	3.5	3.2	2.5	3.1	3.5	3.7	3.3		13		

(continued)

Averages		Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average score	Average increase (%)	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Kingston Carers' Network	No double data											n/a	0%
The Carers Centre for Brighton and Hove	Average 2	3.3	3.5	3.8	4.0	3.3	3.7	3.6	3.6	20%	9	48	19%
The Carers Centre for Brighton and Hove	Average 1	3.1	2.7	3.8	2.7	2.6	3.2	2.9	3.0		9		
Salford Carers Centre	Average 2	4.8	4.4	4.6	4.8	4.2	4.4	4.4	4.5	39%	5	122	4%
Salford Carers Centre	Average 1	3.4	3.4	3.2	3.6	3.0	3.0	3.2	3.3		5		
York Carers Centre	No data											114	0%
Carers Resource Harrogate and Craven	Average 2	3.0	5.0	4.0	4.0	4.0	3.0	4.0	3.9	34%	1	26	4%

(continued)

Averages	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average score	Average increase (%)	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Carers Resource Harrogate and Craven	2.0	4.0	3.0	3.0	2.0	3.0	3.0	2.9		1		
Crossroads Care North Somerset	3.3	3.5	3.0	3.5	4.0	3.5	4.3	3.6	-5%	4	85	5%
Crossroads Care North Somerset	3.0	3.8	3.8	3.8	3.8	3.8	4.5	3.7		4		
Carers Trust Tyne and Wear	2.4	3.8	4.4	3.8	3.0	4.0	3.8	3.6	-2%	5	282	2%
Carers Trust Tyne and Wear	2.6	3.8	4.2	3.8	3.8	3.6	3.8	3.7		5		
Perth & Kinross Association of Voluntary Service	3.8	4.3	4.3	4.4	3.4	4.1	3.8	4.0	13%	12	34	35%
Perth & Kinross Association of Voluntary Service	3.4	3.6	3.9	3.5	2.8	3.8	3.8	3.5		12		

(continued)

Averages	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average score	Average increase (%)	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Carers Trust Barnet Carers Centre											30	0%
	No records with double data											
Redbridge Carers Support Service	4.6	4.2	4.0	4.3	4.0	3.8	3.9	4.1	23%	14	14	0%
	Average 2											
Redbridge Carers Support Service	4.1	3.2	2.9	3.6	3.2	3.4	2.9	3.3		14		
	Average 1											
NEWCIS Flintshire											58	0%
	No records with double data											
<b>Overall</b>	4.1	4.3	4.4	4.2	4.1	4.2	4.1	4.2		132		
	Overall average 2											
	3.6	3.8	3.9	3.4	3.4	3.8	3.7	3.7		132	1,805	8%
	Overall average 1											
	% change	13%	16%	24%	21%	11%	11%	14%				

(continued)

## Take Action & Support

Organisation		Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average Score	% increase in overall average	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Norfolk Carers Support	Average 2	3.8	4.4	4.6	4.0	3.6	3.5	3.4	3.9	36%	14	15	93%
Norfolk Carers Support	Average 1	2.8	3.6	3.9	3.2	2.4	2.1	2.1	2.9		14		
Dumfries and Galloway Carers Centre	No data											11	0%
Northamptonshire Carers	Average 2	2.8	3.4	3.6	3.0	3.2	4.8	3.8	3.5	7%	5	18	28%
Northamptonshire Carers	Average 1	2.6	3.2	3.2	2.6	3.0	4.8	3.6	3.3		5		
Derbyshire Carers Association	No data											5	0%
Powys Carers Service	Average 2	3.8	4.4	4.2	4.6	3.8	3.8	3.6	4.0	17%	5	14	36%
Powys Carers Service	Average 1	3.4	3.6	4.0	4.2	2.6	3.4	2.8	3.4		5		
Carers Trust Fylde Coast	Average 2	3.7	4.1	4.4	4.0	3.3	4.0	4.3	4.0	26%	7	12	58%

(continued)

Organisation	Average 1	Score 1	Score 2	Score 3	Score 4	Score 5	Score 6	Score 7	Average Score	% increase in overall average	Number of cases with two sets of data	Total young adult carers	% with Carers Star
Carers Trust Fylde Coast	Average 1	3.3	3.4	3.3	2.7	2.9	3.3	3.3	3.2		7		
Carers Association in South Tyneside	No data											16	0%
Renfrewshire Carers Centre	No data											12	0%
Carers in Bedfordshire	Average 2	3.5	4.1	3.6	3.8	3.4	3.8	3.8	3.7	41%	15	15.0	100%
Carers in Bedfordshire	Average 1	2.5	3.4	3.0	2.1	2.1	3.2	2.0	2.6		15		
<b>Overall</b>	<b>Average 2</b>	<b>3.6</b>	<b>4.1</b>	<b>4.1</b>	<b>3.9</b>	<b>3.5</b>	<b>3.8</b>	<b>3.7</b>	<b>3.8</b>	<b>30%</b>	<b>46</b>	<b>118</b>	<b>39%</b>
	<b>Average 1</b>	<b>2.8</b>	<b>3.5</b>	<b>3.4</b>	<b>2.8</b>	<b>2.4</b>	<b>3.1</b>	<b>2.5</b>	<b>2.9</b>		<b>46</b>		
	<b>% increase</b>	<b>26%</b>	<b>19%</b>	<b>19%</b>	<b>38%</b>	<b>43%</b>	<b>25%</b>	<b>50%</b>	<b>30%</b>				





## Carers Trust

32–36 Loman Street  
London SE1 0EH

Tel: 0844 800 4361

Fax: 0844 800 4362

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

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

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

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

<http://professionals.carers.org>



[www.facebook.com/CarersTrust](http://www.facebook.com/CarersTrust)



[www.twitter.com/CarersTrust](http://www.twitter.com/CarersTrust)



[www.youtube.com/user/CarersTrust](http://www.youtube.com/user/CarersTrust)

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870).  
Registered as a company limited by guarantee in England and Wales No. 7697170.  
Registered office: 32–36 Loman Street, London SE1 0EH.

© Carers Trust 2015

All library photos posed by models.