

# Carers Trust About Time Grant Programmes

## Evaluation Report

Phase 2: November 2015–November 2016





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# Acknowledgements

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# 1

## Introduction



### About Carers Trust

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, 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 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 second phase of the Time for Change grant programme and the Take Action and Support grant programme that forms 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 impacts of programme delivery and Carers Trust grant making processes on funded organisations.

- 1.3 In 2013, Carers Trust was voted as The Co-operative Charity of the Year. The £6m raised from the partnership was used to support young adult carers and The About Time programme was developed, consisting of five related projects to address the broader issues that can lead to young adult carers becoming disengaged with society and feeling alienated from having long-term goals as a result of their caring role.
- 1.4 Time for Change and Take Action and Support are two of these projects. Both are grant programmes delivering funding to Network Partners supporting young adult carers. The evaluation of these grants programmes is structured in three phases:
- **Phase 1:** February–October 2015.
  - **Phase 2:** November 2015–November 2016.
  - **Phase 3:** December 2016–October 2017.
- A final report, drawing out the key messages, learning and good practice will be available in late 2017.
- 1.5 As part of this wider About Time programme, Carers Trust commissioned New Economics Foundation to develop a cost benefit analysis tool that can be used by Network Partners to demonstrate the financial value of their support to young adult carers. According to the overall evaluation, two Network Partners have used the tool to feed in to their bids and this has been very positively received. This should support Network Partners to demonstrate to their local authorities how they save money in the medium term.

## 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.

- 1.6 The phase 1 report provided information on the demographics profile of carers (based on the 2011 Census) as well as evidence of the need for young adult carers requiring additional support.

## Scope of phase 2 of the evaluation

- 1.7 The funding programmes included within phase 2 of the evaluation are:
- **Time for Change Round Two.**
  - **Take Action and Support Rounds Two and Three.**

## **Time for Change**

- 1.8 Time for Change aims to develop, extend and enhance the practical and holistic support available to young adult carers aged 14–25 across the UK. It 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.
- 1.9 The Time for Change outcomes for Round Two differ from Round One in that they are aligned with the seven areas of the Carers Star (see Section 2 for more information). Grant holders are expected to focus on at least three areas primarily, depending on their project activities, but to provide dedicated support for young adult carers to make improvements in all seven areas of the Carers Star.
- 1.10 Round Two funding totalled £714,650 and comprised 17 grants of up to £43,000, for projects of 18 or 24 months, starting from July 2015. This evaluation takes into account 12 months of activity of 16 Round Two grants, as one grant was withdrawn.

## **Take Action and Support**

- 1.11 Take Action and Support aims to support young adult carers who are not in education, employment or training (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.
- 1.12 Round Two funding totalled £333,996 and comprised 23 grants of up to £15,000, to support a minimum of 20 young adult carers per grant. Grants were for eight months, from April–November 2015. Two of these grants are not included in this evaluation as one did not deliver a project and the other did not complete as the organisation closed. A list of grants included is provided in Appendix 1.
- 1.13 Round Three funding totalled £65,000 and comprised 13 grants of £5,000 for activities between July 2015 and September 2016, focusing on a minimum of two of three priority areas (further details are provided in 3.12). A list of grants included is provided in Appendix 2.

# 2

## Methodology and evidence



### Approach

- 2.1 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.
- 2.2 Analysis for this evaluation is drawn from the following sources:
  - Monitoring reports for all projects.
  - Carers Star data<sup>1</sup> showing 'distance travelled'.
  - An online survey sent to all Network Partners receiving funding in this phase, with responses from six Time for Change partners (38% response rate) and 24 Take Action and Support partners (73% response rate).
  - Visits to three funded projects, including interviews with six Network Partner staff and eight young adult carers.
  - Interviews with four members of Carers Trust staff.

A list of contributors is provided in Appendix 4.

- 2.3 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.

### Measuring individual outcomes for young adult carers: The Carers Star

- 2.4 Network Partners receiving funding from Time for Change and Take Action and Support Round Two were required to use the Carers Star as a standardised tool for measuring outcomes for the young adult carers<sup>2</sup>. The Carers 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

- 
- 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 [www.outcomesstar.org.uk/carers-star](http://www.outcomesstar.org.uk/carers-star).
  - 2 Projects receiving funding from Take Action and Support Round Three were not expected to use the Carers Star due to the programme design (see 3.12 for further details).

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.

### Carers Star outcome areas

1. Health
2. The caring role
3. Managing at home
4. Time for yourself
5. How you feel
6. Finances
7. Work

### 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

- 2.5 Appendix 5 presents the availability of Carers Star data by Time for Change projects. Of the 970 young adult carers participating, initial stars were completed for only 233 (24%) and two stars (enabling measurement of distance travelled) for only 74 young adult carers (8%). Only three projects appeared to have significant coverage over a period of time – Action for Family Carers, Carers FIRST (Kent and Medway) and Wrexham Carers Service (AVOW).
- 2.6 Appendix 5 presents the availability of Carers Star by Take Action and Support Round Two projects. Of the 740 young adult carers participating, initial stars were completed for only 126 (17%) and two stars (enabling measurement of distance travelled) for only 47 young adult carers (6%). Only four projects appeared to have significant coverage over a period of time – Carers Trust Phoenix, Wrexham Carers Service (AVOW), Kernow Carers Service and Carers Trust in Greater Manchester Crossroads Care Service.

## Limitations

- 2.7 The limited availability of Carers Star data means there is a lack of quantitative information on outcomes. There is qualitative information from monitoring forms and surveys and this has been presented as appropriate.
- 2.8 Perspectives of Network Partners on the Carers Star are included in Section 6.

### Key points

- The availability of Carer Star data is disappointing, particularly given the clear expectation in funding guidance that this would be used. This is discussed further in Section 6.
- Carers Star data would be particularly helpful for Time for Change projects, where some young people are engaged over a period of time. Carers Trust will encourage further submission of Carers Star data for the final evaluation.

# 3

## Overview of programmes



- 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

- 3.1 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 Sections 4 and 5.
- 3.2 Based on information from 16 projects, 970 young adult carers benefited from the Time for Change programme Round Two. 740 young adult carers in total benefited from Take Action and Support Round Two projects and 363 young adult carers from Take Action and Support Round Three projects. The maximum number of young adult carers who benefitted from funded support is 2,073. (Three Network Partners had a grant awarded from both programmes and so some young adult carers may have benefited from more than one project).
- 3.3 551 (57%) of the young adult carers involved in the Time for Change projects were new to the organisations supporting them and 299 (40%) of those benefiting from Take Action and Support Round Two projects were new. The information was not collected for Take Action and Support Round Three. The programmes therefore had significant success in being able to identify and support young adult carers who were previously not receiving support.

### Participation by young adult carers

- 3.4 Throughout the programme, young adult carers worked with the Grants team at Carers Trust to inform the direction, design and delivery of About Time. The Programme Steering Group was comprised of Carers Trust staff working alongside Network Partners and young adult carers recruited from regions across the UK. Young adult carers shaped the direction of About Time at the outset by participating in research to define the programme's priorities. This resulted in a strong focus on education and employment and health and wellbeing. Applications for grants required Network Partners to evidence priorities identified by young adult carers. Finally, young adult carers were involved in contributing to decisions on Network Partner funding proposals.

- 3.5 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.

**Table 1: Profile of participating young adult carers**

	Time for Change	Take Action and Support Round Two	Take Action and Support Round Three
Gender (% female)	65%	67%	62%
Disability (% identified disabled)	23%	9%	8%
Ethnicity (% white)	83%	75%	71%
Sexuality (% lesbian, gay, bisexual and transgender)	8%	4%	7%
Caring role (% full time)	31%	n/a	n/a
NEET	17%	18%	n/a
Numbers with demographic data	923	667	285
Total young adult carers participating	970	740	363

- 3.6 Although there is no demographic data for the population of young adult carers, there is Census data for carers aged under 25 as outlined in the phase 1 evaluation report. From this it appears that the profile of young adult carers participating in projects may not be representative, for example females appear to be over-represented. Several Network Partners appear to have been more successful in recruiting male young adult carers including Carers FIRST, Carers Trust Heart of England, Falkirk and Clackmannanshire Carers Centre, Sutton Carers Centre, Swansea Carers Centre, and Carers Centre Bath and North East Somerset. It may be useful to share learning from these partners more widely.
- 3.7 Carers Trust could ask Network Partners to present Census data on the demography of young adult carers and use this to monitor representativeness, as is currently done by Camden Carers Service.

## Programme activities

### Time for Change

- 3.8 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.

- 3.9 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 (covered in detail in Section 7).
- 3.10 Some Network Partners have a more structured approach to deciding what support to provide, for example Carers Bucks allocates young adult carers to one of three levels of service provision:

- **Level 1:** information, signposting and referrals.
- **Level 2:** as above plus life skill sessions, monthly socials and residentials.
- **Level 3:** as above plus one-to-one support.

This appears an effective approach to allocating resources and other Network Partners may want to consider this segmented approach.

### **Take Action and Support**

- 3.11 The Take Action and Support approach is more activity-focused than Time for Change. Within Round Two projects, approaches were varied and predominantly focused on employment, education and training, and included:
- Visits to employers.
  - Establishing relationships with colleges and universities to ensure young adult carers were supported.
  - Support with educational applications and enrolment.
  - Employability training workshops.
  - CV writing, support with jobs searches and interview preparation.
  - Benefits advice and money management support.
  - Confidence and self-esteem workshops.
- 3.12 A reduced amount of funding was available for Round Three of Take Action and Support. Following consultation with Network Partners this round identified three key delivery priorities:
1. 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.
  2. Deliver residential events, workshops or training sessions aimed at addressing barriers to accessing education, employment or training for groups of young adult carers.
  3. 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.

- 3.13 A grant of £5,000 was available to meet a minimum of two of the three priorities, providing flexibility to Network Partners to target funding to meet the needs of young adult carers who were NEET in their area. Nine projects in Round Three made small grants to individuals (for example, for laptops, or driving lessons), with 103 grants awarded in total.

### Key points

- Around 2,000 young adult carers benefited from the programmes in this period.
- The programmes therefore had significant success in being able to identify young adult carers who were previously not receiving support.
- Male carers appear to be under-represented. However, several Network Partners appear to have been successful in recruiting male young adult carers and it may be useful to share learning from these Network Partners more widely.
- Carers Trust could ask Network Partners to present Census data on the demography of young adult carers and use this to monitor representativeness, as is currently done by Camden Carers Service.
- Some Network Partners have a more structured approach to support, for example Carers Bucks allocates young adult carers to one of three levels of service provision. This appears an effective approach to allocating resources and other Network Partners may want to consider this segmented approach.

# 4

## 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?
- What is the learning?

### Introduction

- 4.1 This section presents outcomes for young adult carers as a result of the Time for Change Round Two projects. The information presented is based on monitoring from 16 Time for Change projects, six Time for Change responses to the online survey, and Carers Star data submitted by Network Partners to Carers Trust for 74 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.

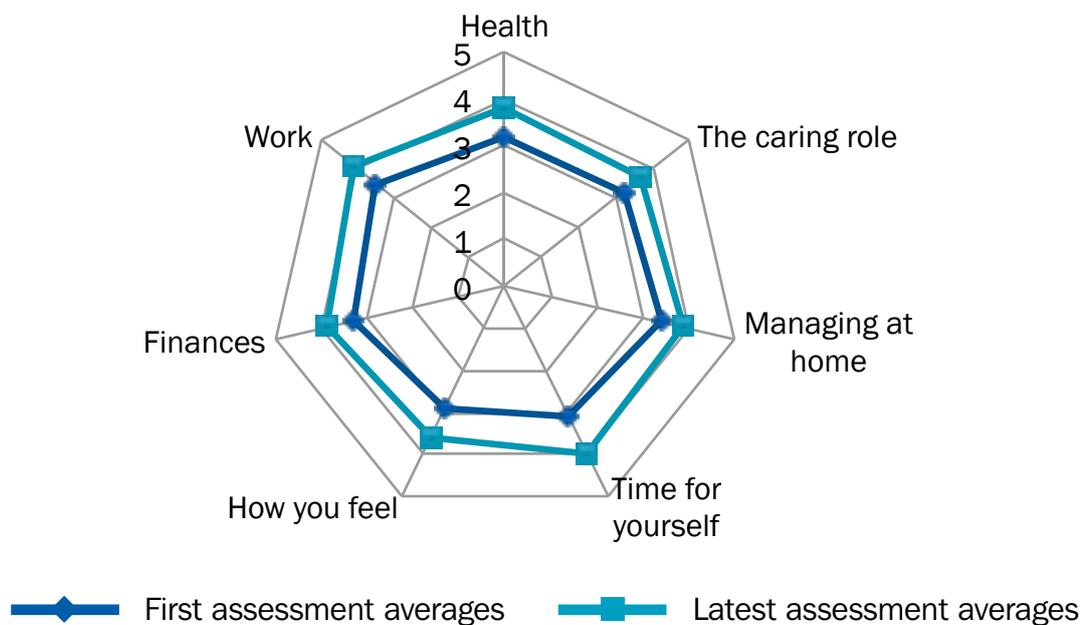
### Overview

- 4.2 Table 2 and Chart 1 overleaf present Carers Star data across two points in time for 75 young adult carers, demonstrating the difference as a result of the interventions. It should be noted that this is a relatively small sample 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 75 young adult carers)**

Carers Star outcome areas <sup>3</sup>	First assessment averages	Latest assessment averages	Change between two assessments
Health	3.2	3.8	0.6
The caring role	3.2	3.7	0.5
Managing at home	3.4	3.9	0.5
Time for yourself	3.1	4.0	0.9
How you feel	2.9	3.6	0.7
Finances	3.3	3.9	0.6
Work	3.5	4.1	0.6
<b>Average across all domains</b>	<b>3.4</b>	<b>3.9</b>	<b>0.6</b>

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



**4.3 Findings from this data sample are as follows:**

- On average there are improved outcomes across all Carers Star domains.
- 59 of 75 young adult carers had overall improved outcomes based on the Carers Star. A number of others had improvements on some domains but these were offset by adverse changes in other domains.

<sup>3</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.

- The lowest score at outset was for ‘how you feel’ and ‘time for yourself’ and projects saw the largest change in these areas.
  - The domain with the smallest change is ‘managing at home’ but this had one of the higher scores at the outset.
  - The work domain had the highest overall score after intervention, perhaps reflecting the emphasis on supporting young people in education.
- 4.4 In addition, there is information on outcomes from the online survey where two thirds of Network Partners responding felt that life chances for young adult carers had been improved to enable them to make the positive transition to adulthood as a result of the funded project (a third to a large extent, a third to a small extent).

## Improved mental and physical health

- 4.5 All funded Network Partners contributed to improving the physical and mental health of young adult carers and to reducing any risks to them or the person they care for as a result of their health and fitness.

### Camden Carers Service

Six young adult carers completed a block of six sessions of one-to-one physical activity sessions with ‘Don’t Tone Alone’ which also addresses body image and nutrition. It took minimal persuasion to get the young adult carers involved with many keen to sign up as soon as they heard about it.

“I’m a bit of a recluse – it has been great to meet other people my age and it’s made me feel better mentally and physically.”

**Young adult carer**

- 4.6 Several Network Partners focused on improving awareness of health professionals of the needs of young adult carers. This is discussed further in Section 6.

## The caring role

- 4.7 15 Network Partners contributed to the 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.

## The Carers Support Centre Bristol and South Gloucestershire

Young adult carers attended training in Caring with Confidence. Evaluation showed an increase in knowledge and confidence in the caring role as well as improved wellbeing and knowing one is not alone. Feedback from young adult carers has been very positive:

“Time for Change has given me the confidence I need to care and to continue to care.”

**Young adult carer**

“Before I received help from the Carers Support Centre, I didn’t know that there were so many options or other carers in the same position as I was. I used to feel isolated and now I have made friends.”

**Young adult carer**

## Managing at home

- 4.8 13 Network Partners told us that young adult carers had improved their ability to manage day-to-day tasks and the suitability of their homes for caring.

### Wandsworth Carers Centre

Wandsworth Carers Centre supported nine young adult carers to receive carers’ assessments. Through the assessments, young adult carers have received grants for home improvements, and other support. Wandsworth Carers Centre also provided advocacy to a number of young adult carers in order to request occupational therapy assessment for their home.

## Time for yourself

- 4.9 15 Network Partners provided evidence of how they had improved the proportion of time young adult carers spend having breaks and time for themselves.

### Carers FIRST

Carers FIRST offered 18 social support groups providing 70 young adult carers with support such as gliding sessions and outings to Harry Potter Studios and Dreamland Margate.

## Carers Trust Carmarthenshire Crossroads Care

A successful application to Carers Trust's Take Time Out fund on behalf of 12 young adult carers increased their access to replacement care services.

## Emotional wellbeing

- 4.10 14 Network Partners contributed to the improved emotional wellbeing of young adult carers including 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.

### Credu

Credu supports 6–8 young adult carers individually per quarter with 12–20 young adult carers supported via group work sessions, mostly focusing on emotional wellbeing. This includes one-to-one support and small group support. Coaching skills have enhanced this aspect of the work.

“She will always ask me what I want to talk about and take the time to listen. She always smiles and is very approachable and helps me to think of options to overcome certain situations”

Young adult carer

### The Carers Support Centre Bristol and South Gloucestershire

Through the Jolibuddies scheme, students from Bristol University act as mentors for young adult carers, offering a range of benefits such as companionship, social activities, CV help or academic support.

## Finances

- 4.11 15 Network Partners contributed to the improved abilities of young adult carers to manage their financial situations. Many Network Partners provided support in accessing funding.

### Wrexham Carers Service (AVOW)

AVOW sourced appropriate funding for transport and respite where necessary and to date has made 11 grant applications for driving lessons, a washing machine and microwave, short courses, purchasing work clothes, college fees and resources and accommodation to attend a course.

## Hillingdon Carers Centre

Hillingdon Carers Centre provided training in financial management and budgeting, with 30 young adult carers attending workshops on money management, personal budgeting, taxation, finance schemes and banking options.

## Work and education

- 4.12 15 Network Partners contributed to improving support for young adult carers from employers and education providers and increasing opportunities to access education and employment.

## Action for Family Carers

35 sessions were completed with young adult carers in Chelmsford and Braintree colleges to help them liaise with their tutors, discuss barriers to education and employment and identify plans to overcome these barriers.

## Credu

A grant was secured for £1,000 from the Rank Foundation for a young adult carer to attend a three week course with Outward Bound.

“Thank you for everything you’ve done for me – the trip was amazing. I feel that I am a different person now. The course has given me so much confidence.”

**Young adult carer (who has now started training for a qualification in Outdoor Education)**

## Effective strategies and approaches

- 4.13 Network Partners interviewed identified the main benefits from the funding for young adult carers as being:
- The opportunity to receive support tailored to specific needs, either in the form of one-off quick fixes, or longer-term provision of a mixed package of support.
  - Reducing social isolation.
  - Access to a wider range of activities and support as a result of developing a network specifically relevant for young adult carers.

Tailored packages of support can have significant outcomes for individual young adult carers:

## Newcastle Carers

Prior to contact with Newcastle Carers, a young adult carer had been experiencing anxiety, lack of confidence and sleep problems. Newcastle Carers has provided a mixed package of support specifically tailored to their needs, including:

- One-to-one sessions with the young adult carers worker.
- Referral to a counsellor.
- Help with accessing support from social services for the person they care for.
- Help with organising a bank account and accessing benefits.
- Involvement in young adult carers groups on health and wellbeing.
- Support in applying for a carers opportunity fund grant.

The young adult carer is now a volunteer at the local volunteer centre cafe, is the chair of the Carers Voice group and is actively involved in promoting Newcastle Carers to local businesses.

**“This has turned my life around – I feel like a completely new person.”**

**Young adult carer**

- 4.14 Network Partners interviewed highlighted the importance of adopting relevant and appropriate communication channels, such as regular texting. Several Network Partners have developed their use of social media, which has strengthened communications with and between young adult carers.
- 4.15 Involvement in steering projects and influencing external partners has also contributed to developing skills and confidence in young adult carers. 95% of Take Action and Support and 60% of Time for Change survey respondents stated that there was evidence of increased confidence and skills in those young adult carers involved in shaping activities and advising on needs (48% to a large extent, 48% to some extent). Some young adult carers became volunteers – developing skills and increasing employability.

**“Some of our young adult carers have been involved in conferences and awareness raising events. We have seen their confidence grow from not wanting to do these events at the start, to regularly carrying out presentations. Some of our ‘Young Carers Champions’ have now been promoted into other paid roles within our service. They are now confident enough to liaise with professionals and advocate on behalf of others”.**

## Blackpool Carers Centre

## Challenges

- 4.16 The main challenges can be summarised as:
- Inconsistent engagement by young adult carers.
  - The level of support required.
  - Resourcing.
- 4.17 Getting young adult carers to engage consistently, for example encouraging young adult carers to commit and keep appointments and developing momentum within a group, takes time and patience. This can be exacerbated by the lack of care packages or reluctance of the person in receipt of care to receive services from others, especially personal care.
- 4.18 Some Network Partners found that intensive one-to-one support had to be put in place for some young adult carers in order for them to participate. Social anxiety as a result of isolation is a recurring theme and requires intensive support from a worker. In addition, some young adult carers are only identified as carers and referred (for example, by GPs) once they have reached a crisis, at which point turning things around requires intensive support. One Network Partner highlighted that young adult carers caring for those with mental health or addiction issues require particularly intensive support.
- 4.19 Resourcing such support is challenging, particularly as the level of funds (£43,000 over 18 months) often does not cover a full-time post. Some Network Partners have used other funds to supplement the Time for Change grant, for example Carers FIRST (Kent and Medway) has secured additional funds from the local authority and Carers Trust Carmarthenshire Crossroads Care has committed its own funds to resource a full-time post.

### Key points

- The proportion of young adult carers with complete Carers Star information is small and so the results should be treated with caution.
- On average, there are improved outcomes across all Carers Star domains and 59 of 75 young adult carers had overall improved outcomes based on the Carers Star.
- The Carers Star work domain had the highest overall score after intervention.
- Effective strategies include providing individual tailored support together with specific targeted activities. In addition, several Network Partners have developed their use of social media which has strengthened communications with and between young adult carers.
- The main challenges are inconsistent engagement by young adult carers; the intensiveness of support required and resourcing, as funds are not sufficient for a full-time post.

# 5

## 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?
- What is the learning?

### Introduction

- 5.1 This section presents outcomes for young adult carers as a result of the Take Action and Support Round Two and Round Three projects. The information presented here is based on 33 monitoring forms, 24 responses to the online survey (73%) and Carers Star data submitted by Network Partners to Carers Trust for 47 young adult carers (6%).

### Overview

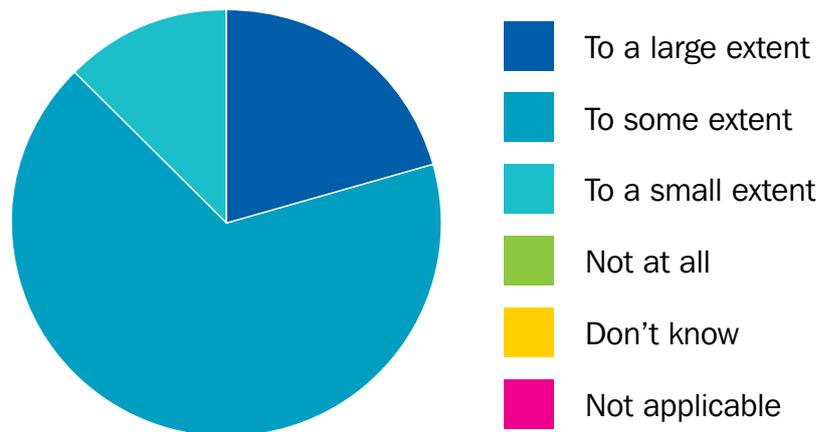
- 5.2 The Take Action and Support programme aims to support young adult carers who are NEET or at risk of becoming NEET to address and overcome personal barriers to engaging with education, employment and training via tailored and structured support.
- 5.3 Table 3 presents the number of young adult carers by NEET category before and after the Take Action and Support Round Two projects. This information was not collected for Take Action and Support Round Three projects (see 3.12 for details).

**Table 3: NEET status of young adult carers (Round Two)**

	NEET	Employed	In education/ learning	In training	Self-employed	Prefer not to say	Total
Pre-intervention	277	45	390	14	2	25	703
%	32%	6%	55%	2%	0%	4%	
Post-intervention	126	72	431	64	2	23	718
%	18%	10%	60%	9%	0%	3%	

- 5.4 The data shows that the projects in Round Two appeared to be very successful in contributing to reducing the number of young adult carers who were NEET, with the percentage almost halving. The number employed increased from 6–10% and the number in training increased from 2–9%.
- 5.5 This outcome was further supported by the 24 survey responses, with 88% of respondents stating that young adult carers had increased their engagement with education, employment or training opportunities to some or a large extent, as illustrated in the chart below.

**Chart 2: Have young adult carers who are NEET/at risk of being NEET increased their engagement with education, employment and training opportunities?**



Answered: 24 Skipped: 0

- 5.6 Examples of activity that contributed to this area included:
- Encouraging stronger relationships between young adult carers and educational establishments and improved pastoral care for identified young adult carers within their educational settings.
  - Young adult carers developing skills in CV preparation, writing job applications and strategies for managing the stress of accessing education, training and employment alongside their caring role.

### Sheffield Carers Centre

Activity focused on accessing university. This included a Developing Skills and Confidence course and Carer's Rights Day event (Care Act and carers' assessments) delivered by partners. A group of young adult carers was taken to an open day at Sheffield Hallam University with discussion on fears or barriers to attending university. There were four Student Carer Cafes and a buddying meeting for two carers considering dropping out of university.

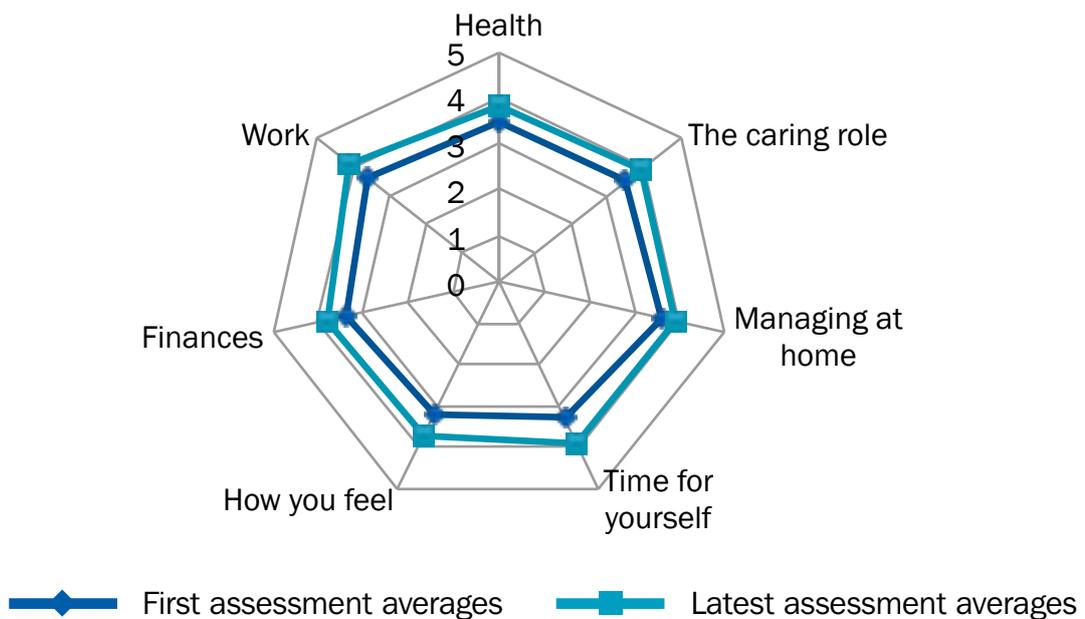
## Carers Star outcomes

5.7 Although the primary focus was on education, employment and training, the programme provided wider benefits. Carers Star data was collected for some young adult carers participating in Take Action and Support Round Two projects and this is presented in Table 4.

**Table 4: Carers Star data for Take Action and Support projects (based on data for 47 young adult carers)**

Carers Star outcome areas <sup>4</sup>	First assessment averages	Latest assessment averages	Change between two assessments
Health	3.5	3.8	0.3
The caring role	3.5	3.9	0.4
Managing at home	3.6	3.9	0.3
Time for yourself	3.3	3.9	0.6
How you feel	3.2	3.7	0.5
Finances	3.4	3.8	0.4
Work	3.6	4.1	0.5
<b>Average across all domains</b>	<b>3.4</b>	<b>3.9</b>	<b>0.4</b>

**Chart 3: Carers Star data for Take Action and Support projects**



4 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.

- 5.8 Again, the numbers of young adult carers with ‘distance travelled’ data is small (47 young adult carers, or 6% of the total) and so any findings should be read with that in mind. However, the data indicates that:
- On average, there are improved outcomes across all Carers Star domains.
  - 30 out of 47 young adult carers had overall improved outcomes based on the Carers Star. A number of others had improvements on some domains but these were offset by adverse changes in other domains.
  - The lowest score at the outset was on ‘how you feel’ and ‘time for yourself’ and these saw the largest increases.
  - The work domain had the highest overall score after intervention.
- 5.9 Supporting information for achievement of outcomes was also presented in monitoring forms, with Network Partners providing examples of outcomes in Carers Star domains of the caring role, time for yourself, finances and work.

## Effective strategies and approaches

- 5.10 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 on subjects including film, CV writing and mindfulness, and tailored one-to-one sessions. Small grants were also well received and enabled tangible benefits and timely support to young adult carers.

“It was so helpful to have some support to get a laptop which helped me a lot with school work. I managed to get all of my homework and coursework in on time and now I can use it to look for a job. I feel this will help me to find a job soon.”

**Young adult carer**

“I am very grateful for the driving theory test book. I am now learning and working towards taking my driving theory test. Once I have done this I can take my practical test which will be a huge help to my family as neither of my parents drive and I can help out even more.”

**Young adult carer**

“I could not have commenced my college course without these items, I have to purchase safety boots, trousers etc. My mum’s benefits had not been sorted from leaving school so she could not finance me.”

**Young adult carer**

“The sessions with a tutor will help me develop with English and my business studies GCSE (which I am also struggling with). I can find it difficult to complete coursework because of my caring role. My mum wouldn’t be able to afford these sessions, as she is unable to work.”

**Young adult carer**

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

- Use of social media and online tools: Northamptonshire Carers adopted an online assessment tool which allows for anonymous enquiries to be made. The webpage is seen as a relatively safe way to seek out support and advice at any time day or night.
- One-to-one support including peer mentoring: Kernow Carers Service found that mentors were a particularly successful addition to the service. By having a peer to talk to and who had shared experience, young adult carers have been able to develop their resilience and it has given the mentors confidence and increased their skills.
- Building confidence through participation in forums: Carers Lewisham mobilised and encouraged young adult carer participation in local participation opportunities such as Lewisham Young Mayors Panel, the Headstart programme and Lewisham HealthWatch, creating friendships and the opportunity to learn new life skills.
- Use of Carers Star: Carers Trust Cambridgeshire used a transitional plan alongside the Carers Star to start planning ahead to incorporate future goals and aspirations and designing the training and workshops based on discussions with young adult carers and their Carers Star.
- Developing effective partnerships: Carers Leeds had longstanding relationships with Leeds City College and the three Leeds Universities, which meant they were able to recognise student carers at risk. This method of recruitment worked well for the service and many young adult carers returned to education after being supported by the project.

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

**Wrexham Carers Service (AVOW)**

## Challenges

- 5.12 Several Network Partners mentioned challenges in engaging young adult carers due to other pressures such as exams or caring responsibilities. In addition, some young adult carers had their own mental health issues, ranging from chronic anxiety to depression, meaning that more support time is required.
- 5.13 A small number of Network Partners mentioned difficulties in recruitment of staff, or timing of appointments. The relatively short length of funding may have contributed to this.

- 5.14 The length and amount of funding was identified by some Network Partners as a challenge. Carers Trust staff observed that the grant can best add value when building on existing systems and where staff are already in place.
- 5.15 Several Network partners commented on the challenges in engaging with external agencies, including building relationships with secondary schools and general practices.

“The project length was short. For example, the process of job hunting can be a lengthy one and job market restrictions make it difficult to find a job within the anticipated period of time.”

#### **Carers of Barking and Dagenham**

“Due to the short-term duration and the lack of staff resources on this project we were very restricted in terms of having sufficient capacity to extensively outreach and engage young adult carers within their recreational, educational and social environments.”

#### **Carers Lewisham**

##### **Key points**

- Projects appeared to be successful in contributing to reducing the number of young adult carers who were NEET, with the percentage almost halving.
- On average, there are improved outcomes across all Carers Star domains and 30 out of 47 young adult carers had overall improved outcomes based on Carers Star data.
- The work domain had the highest overall score after interventions.
- There is evidence of improved outcomes for young adult carers on a range of Carers Star domains in addition to the focus on employment, education and training.
- Effective strategies include use of social media and online tools, one-to-one support, including mentoring, building confidence through participation in forums, developmental use of Carers Star for planning and designing training, and developing effective partnerships.
- Challenges for Network Partners can be summarised as difficulties in engagement and support of young adult carers, staffing issues including recruitment, difficulty in engagement with external agencies, and project design including funding amount and length.

# 6

## 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

- 6.1 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

- 6.2 16 Time for Change Network Partners worked with 53 external partners. Numbers of partners varied considerably (from one to ten). Of these, 14 partners were engaged in delivery of activities or services in relation to education, six in employment, 11 in youth services, five in health, eight other carer services and nine 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.
- 6.3 Most survey respondents (five out of six, on Time for Change and 16 out of 22 on Take Action and Support) stated there had been examples of changes in policy or practice by external agencies. There are examples in monitoring reports of influence or awareness-raising from nine out of 16 Time for Change Network Partners.
- 6.4 There are several examples of partnerships with private sector organisations that have delivered training and coaching for young adult carers, for example GM Financial (Carers Bucks), Lloyds Bank (Hillingdon Carers Centre) and National Grid (Carers Trust in Greater Manchester Crossroads Care Service).

## Education, training and employment

6.5 A significant amount of activity has taken place with educational institutions and there has also been some notable influencing activity in relation to employment. Examples include:

- **Newcastle Carers:** A staff member from Newcastle University is now on the young adult carers project steering group. The Students' Union has set up a carers support group and helped to start a carer cafe within the university. There is now a lead representative for student carers on the student council and student carers have been included as a specific category in the university registration process and the Student Society Grant Programme. Apprenticeship providers have accessed young adult carer awareness training for their staff and now have referral processes in place.
- **Carers Trust Carmarthenshire Crossroads Care:** As a result of a petition that the young adult carers project submitted to the Welsh Government, the Education Maintenance Allowance (EMA) guidelines for young adult carers are being reviewed. Also, from September 2017, the Student Loan Company will identify young adult carers at enrolment.
- **Camden Carers Service:** A grant has been received from the Learning and Work Institute to participate in Positive Career Choices for Young adult carers, piloting a tailored careers guidance programme for young adult carers across England<sup>5</sup>.

## Health

6.6 There is more evidence of influencing work with health sector organisations than in the phase 1 evaluation. Examples include:

- **Newcastle Carers:** Awareness raising sessions were delivered in multi-agency settings such as the Mental Health Programme Board which is now looking at potential policy changes. A clinical commissioning group commissioner is on the young adult carers project steering group. GP training is underway and an article has been included in the GP newsletter.
- **The Carers Support Centre Bristol and South Gloucestershire:** 40 Community Nurses have been trained on the needs of young adult carers and similar training is planned for student nurses working in mental health and end of life care. GP awareness training has been delivered and the GP App has been developed that simplifies and facilitates referrals. Bristol's young adult carers have made a short film about hospital visits, giving a strong message to staff about the needs of young adult carers. The films were such a useful tool that a similar approach is being considered for general practices by Young Carers Voice (a service from Carers Support Centre Bristol and South Gloucestershire that enables young carers to be seen, heard and recognised).

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5 See [www.learningandwork.org.uk/our-thinking/news/learning-and-work-institute-announces-6-pilots-positive-career-choices-young-adult](http://www.learningandwork.org.uk/our-thinking/news/learning-and-work-institute-announces-6-pilots-positive-career-choices-young-adult).

## Cross-sectoral influencing

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

- **Camden Carers Service** organised and joint hosted an event for professionals and young people attended by 30 young people and 30 professionals – it was promoted heavily throughout the borough of Camden. Due to the success of the event, a second one has been organised.
- **East Renfrewshire Carers' Centre** is included in strategies such as the Community Learning and Development Strategy and young adult carers will be one of the priority groups of the new Children's Service Plan which is the main policy driver for local services. The local authority has agreed to pilot a Young Carers Awareness Card. There is a workshop planned to prioritise how all partners support young carers and young adult carers.
- **Blackpool Carers Centre** carried out awareness raising and presentations with multiple agencies and professionals. Various agencies made pledges to change their practice in order to better identify and support young adult carers.

“Training has been carried out with staff from 19 organisations resulting in some major changes in policies and procedures relating to young adult carers. These embedded changes will provide long-term improvements for young adult carers in Newcastle.”

**Newcastle Carers Centre**

“Having a dedicated worker has created a distinction between young carers and young adult carers that has made planners and strategic leads take note of the difference and the particular needs of young carers as they get older and become young adults. As a result, young adult carers feature in the main strategic groups whereas before they would not have been thought about specifically.”

**East Renfrewshire Carers' Centre**

“It was really beneficial to have a multi-agency steering group from the beginning of the project. The young adult carers film has had a big impact and was a relatively low cost resource to develop. It has helped significantly to influence professionals as it helps to ‘make it real’.”

**Newcastle Carers**

“A success was the high level of referrals the project received from the Citizens Advice Bureau of hidden young adult carers. This was a combination of the project's awareness campaign and the partnership work the service had previously done which led to these referrals.”

**Carers Trust Cheshire and Warrington**

## Effective strategies and approaches

- 6.8 Engaging with local strategic forums or organising multi-sector events is an efficient way for Network Partners to raise awareness of young adult carers more widely and influence policy or practice.
- 6.9 Young adult carers have played a significant role in influencing external stakeholders. Particular approaches that appear to have worked well are:
- Integrating the issue of young adult carers in existing multi-agency forums and events, as outlined above.
  - Producing awareness raising materials in different formats, such as films.

## Challenges

- 6.10 The pressure on resources in schools, colleges, surgeries, mental health services and local authorities is the most commonly cited challenge to influencing, with staff turnover or restructuring posing an impediment to successful relationship building.

“Bristol City Council has had a significant cut in funding and staffing levels. Due to changes in staff within the council there is a need to keep promoting the needs of the service and building relationships with colleagues.”

### The Carers Support Centre Bristol and South Gloucestershire

#### 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 and employment fields at local and UK level. There appears to have been more successful engagement with health sector organisations, particularly with GPs, than was evident in the phase 1 evaluation.
- There are several good examples of integration of young adult carer issues into high level policy forums, services, or strategies.
- Limited resources within the voluntary and public sector in general is the most commonly cited challenge to successful influencing.

# 7

## Outcomes: Network partners



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

### Introduction

- 7.1 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

- 7.2 The additional capacity provided by the grant has had a clear impact on Network Partners' reach, with 551 and 299 new young adult carers being identified from projects funded by Time for Change and Take Action and Support Round Two respectively<sup>6</sup>.
- 7.3 Carers Trust and Network Partner staff who were interviewed felt that the increased capacity to focus on tailoring support for a group that has previously fallen through the net has enabled some young adult carers to access opportunities such as going to university that would not have been possible without the funding.

“There was formerly no young adult carers project and at the time of completing this survey 91 young adult carers have been referred to the project and these are all new service users.”

**Carers Trust Carmarthenshire Crossroads Care**

### Stronger and better-networked organisations

- 7.4 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. There are also several examples of new collaborations with private sector organisations which have delivered activities for young adult carers.
- 7.5 Some Network Partners (Newcastle Carers, Camden Carers Service and Kernow Carers Service) have improved the referral pathways between partner carer

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<sup>6</sup> Data on new young adult carers from Take Action and Support Round Three was not collected.

organisations, improving transitions for young adult carers from young carers services and onto adult services.

“We have improved referral pathways between organisations so those who are moving from young carers services to adult services will experience a more seamless transition and better support.”

**Kernow Carers Service**

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

**Newcastle Carers**

- 7.6 There are also examples of Network Partner collaboration, for example Newcastle Carers liaised with another Network Partner in the home town of a Newcastle University young adult carer student about support for her and they are also sharing Carers Star data. Camden Carers Services has visited other Network Partners in London (Redbridge and Barnet) to share learning.

## **Increased Network Partners skills and expertise**

- 7.7 There is evidence of a broadening of Network Partners’ skills as a result of developing new types of interventions for young adult carers, for example:
- A better understanding of the needs of young adult carers enabling Network Partners to do more focused work and accumulate a body of evidence.
  - Up to two Network Partner staff from each project have been trained in using the Carers Star, with some recognising the potential for longer-term organisational benefits.
  - Many Network Partners have developed their social media skills as a result of adapting their communications to meet the needs of young adult carers.
  - Employability workshops (focusing on skills, CV development and interview technique) have been provided for young adult carers and Network Partner staff by volunteers from Goldman Sachs and Deloitte.

“The most unexpected success of the project is the positive impact it has had on transition within Solihull Carers Centre’s Young and Young Adult Carer teams.”

**Solihull Carers Centre**

“Carers Star has proven to be an effective tool for measuring outcomes as it is structured in a way that covers important areas of a young adult carer’s life that might affect their education, employment and training/voluntary development.”

**Carers of Barking and Dagenham**

“We used the Star for the first time on this project and it was a very positive experience. Young adult carers responded that they liked the star and it helps them to see their progress. The young adult carer lead said it was easy and intuitive to use. As a result of our experience we want to use the Carers Star across the organisation from the start of our new contract and to this end we have presented an information session to our commissioner at County Hall.”

**Kernow Carers Service**

“Carers Star training helped us to communicate to carers the benefits of star and explain why we are using it. The training demonstrated the full potential of Carers Star as a service delivery and monitoring tool ... Carers don't always like to express how they are feeling so having the star as a framework helped us to introduce talking about their situation and to begin a process of opening up ... Carers Star has helped us to show how much the centre has supported young adult carers, it has helped us to reflect on the project and the support we offer. We have been able to clearly see how carers' situations have changed and to demonstrate progression. We find Carers Star to be very user friendly and have found it easy to input data onto the online portal.”

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

“Having professionals from external organisations help young adult carers to identify skills really builds confidence. Having professionals discussing caring roles was very important – to discuss caring in the work place.”

**Project worker attendee at employability workshop**

## **Increased profile**

- 7.8 There are numerous examples of young adult carers' involvement in steering and directing the funded projects and their activities to ensure they reflected young adult carers' needs and wishes. These often included establishing a forum or steering group, as well as consulting more widely among young adult carers. There is evidence that such involvement has had wider benefits, with young adult carers now playing a larger role in decision-making within organisations, such as participating in interview panels for staff recruitment or attending trustee meetings.

“The whole project focused on carer involvement, and evolved with young adult carer support and engagement. The project has changed the culture and ethos of the way the organisation works and has ensured not only that they regularly consult, but also that young adult carers are instrumental in researching, planning and implementing successful respite and personal development activities.”

**Suffolk Family Carers**

- 7.9 The funding from this programme has contributed to an increased profile for Network Partners and young adult carers. This is discussed further in Section 6.

“The young adult carers service is a crucial part of Carers Trust Norfolk’s delivery model and the statutory alignments we have made has determined that Norfolk County Council will look to commission young adult carer services in 2017.”

**Carers Trust Norfolk**

## Challenges for Network Partners

- 7.10 Some Network Partners have struggled to produce Carers Star data and some of the reasons provided are:
- “Form filling” is alienating and a barrier to exploring the most pressing issues for young adult carers.
  - Concerns about scores fluctuating and lower scores being perceived as a failure.
  - Lack of time to complete a follow up star, due to staff capacity or (in the case of Take Action and Support) length of funding.
  - The need to react quickly to address young adult carers’ specific issues taking priority over the more time-intensive process of completing the star.
- 7.11 Capacity and prioritisation pose a challenge for many. Time for Change funding generally covers only one salary and it is a challenge to cover the resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership work. When a worker leaves or is absent this results in a gap in services for young adult carers and in data collection. Many of these capacity challenges apply particularly to Take Action and Support, due to the much smaller grant allocation and activity-based focus of the projects.
- 7.12 Lack of resources in other sectors can lead to Network Partners staff filling the gaps, for example in provision of advice and support on benefits or employment.

“We get more information here about what the Jobcentre should do than we get from the Jobcentre itself.”

**Young adult carer**

## Key points

- For many Network Partners, the funding has brought longer-term strategic organisational benefits such as:
  - Increased referrals and smoother referral pathways.
  - Improved transitions for young adult carers between young carers services and adult carers services.
  - A step change in strategic involvement at a local level and stronger links with potential commissioners and funders.
  - Programme learning that has informed service delivery approaches and future strategic direction.
  - The adoption of the Carers Star not only as a service delivery and outcomes measuring tool for their About Time programme but for longer-term use within the organisation.
  - Increases in skills as a result of working with this particular group, most notably use of social media.
- Some Network Partners have found the Carers Star challenging, either finding it difficult to integrate into their approach to young adult carers support, or because of a lack of internal capacity.
- There is more work to be done to convince Network Partners of the strategic benefits of the Carers Star as an organisational asset for supporting young adult carers, learning and demonstrating impact externally, and thus as a key tool for sustainability. There may be scope for more sharing of good practice between Network Partners on the use and benefits of the Carers Star.
- Limitations of the funding means that capacity is not always sufficient to cover the range of demands posed by supporting this particular group including the resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership working.

# 8

## Conclusions



### Overview

- 8.1 Carers Trust has provided funding of £1,113,646 to 53 projects across the two programmes (Time for Change Round Two, Take Action and Support Rounds Two and Three), providing support for around 2,000 young adult carers. This is largely in addition to the 1,805 people supported through Round One of the programmes and in line with the target of providing direct support to about 6,000 young adult carers through the grant programmes over the three years.
- 8.2 The programmes had significant success in being able to identify and support young adult carers who were previously not receiving support, with 57% of young adult carers being new to the Network Partner providing support through the Time for Change programme and 42% new across the two programmes.

### Outcomes for young adult carers

- 8.3 There is qualitative and quantitative evidence of improved outcomes for young adult carers across all seven domains of the Carers Star:
  1. Health.
  2. Caring role.
  3. Managing at home.
  4. Time for yourself.
  5. How you feel.
  6. Finances.
  7. Work.
- 8.4 In addition, Take Action and Support Round Two projects appeared to be successful in meeting its overall aim, contributing to reducing the number of young people who are NEET, with the percentage almost halving after the project's interventions.
- 8.5 Effective strategies include one-to-one support such as mentoring, use of social media and online tools building confidence through participation in forums, developmental use of Carers Star for planning and designing training, and developing effective partnerships.
- 8.6 The programme focused on young people in transition and many had significant support needs, with one-to-one support being of particular value. This is challenging for Network Partners with limited resources trying to achieve both breadth and depth. Some Network Partners have a more structured approach to support, which appears an effective approach to allocating resources and other Network Partners may want to consider this segmented approach.

## Changes in policy and practice

- 8.7 There is qualitative evidence of changes to policy and practice of external organisations, with specific examples of change in relation to young adult carers at a strategic level such as the review of Education Maintenance Allowance (EMA) guidelines in Wales. Partnership is a key focus with 16 Time for Change Network Partners working with at least 53 partners and with education partners accounting for the largest number.
- 8.8 There is evidence of influencing and awareness raising within the further and higher education, health, employment and private sectors. There appears to have been more successful engagement with health sector organisations, particularly general practices, than was evident in the phase 1 evaluation.

## Benefits for Network Partners

- 8.9 For many Network Partners, the funding has brought longer-term strategic organisational benefits such as:
- Increased referrals and smoother referral pathways.
  - Improved transitions for young adult carers between young carers services and adult carers services.
  - A step change in strategic involvement at a local level and stronger links with potential commissioners and funders.
  - Programme learning that has informed service delivery approaches and future strategic direction.
  - The adoption of the Carers Star not only as a service delivery and outcomes measuring tool for their About Time programme but for longer-term use within the organisation.
  - Increases in skills as a result of working with this particular group, most notably use of social media.

## Learning and development

- 8.10 Young adult carers have made a significant contribution at a programme and project level, both steering activities and participating in delivery. This has resulted in ensuring project activities are meeting needs, building capacity of Network Partners, influencing at a strategic level and building confidence, skills and experience among young adult carers.
- 8.11 The evidence could be further strengthened by greater use of the Carers Star by Network Partners. Carers Star data would be particularly helpful for Time for Change projects that engage young people over a period of time. The lack of Carers Star take-up suggests that there is more work to be done to convince Network Partners of the strategic benefits of the Carers Star as an organisational asset for supporting young adult carers, learning, and demonstrating impact externally, and thus as a key tool for sustainability. There may be scope for more

sharing of good practice between Network Partner on the use and benefits of the Star. Data on NEET status at the start and end of projects could also be more systematically collected. Carers Trust will encourage further submission of Carers Star data for the final evaluation.

- 8.12 Male carers appear to be under-represented. However, several Network Partners appear to have been more successful in recruiting male young adult carers and it may be useful to share learning from these Network Partners more widely. Carers Trust could ask Network Partners to present Census data on the demography of young adult carers and use this to monitor representativeness, as currently done by Camden Carers Service.
- 8.13 Challenges for Network Partners can be summarised as difficulties in engaging young adult carers, intensiveness of support required, staffing including recruitment, difficulties in engaging external agencies, and project design including funding amount and length. Pressure on resources within the voluntary and public sector in general is the most commonly cited challenge to successful influencing. The limitations of the funding mean that capacity is not always sufficient to cover the range of demands posed by supporting this particular group including resource-intensive pastoral work, Carers Star data management as well as the more strategic influencing and partnership working.

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# Appendices

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

## Appendix 1:

### Time for Change projects: Round Two

Network Partner	Amount
Action for Family Carers	£42,911
Camden Carers Service	£43,000
Carers Bucks	£42,998
Carers FIRST	£43,000
Carers Trust Carmarthenshire Crossroads Care	£43,000
Carers Trust Heart of England	£42,969
Carers Trust Norfolk	£43,000
Credu	£42,920
East Renfrewshire Carers Centre	£39,381
Falkirk and Clackmannanshire Carers Centre	£42,853
Hillingdon Carers Centre	£39,490
Newcastle Carers	£42,458
The Carers Support Centre Bristol and South Gloucestershire	£42,990
Wandsworth Carers Centre	£43,000
West Cumbria Carers	£40,751
Wrexham Carers Service (AVOW)	£38,380

## Appendix 2:

### Take Action and Support projects: Rounds Two and Three

#### Round Two

Network Partner	Grant amount
Brent Carers Centre	£14,561
Carers Leeds	£14,713
Carers Lewisham	£14,958
Carers of Barking and Dagenham	£14,985
Carers Support Wiltshire	£14,435
Carers Trust Cambridgeshire Crossroads Care Service	£14,921
Carers Trust Cheshire and Warrington	£14,550
Carers Trust Phoenix Crossroads Care and Carers Services	£13,442
City & Hackney Carers Centre	£14,500
Falkirk and Clackmannanshire Carers Centre	£12,963
Kernow Carers Service	£15,000
Kingston Carers Network	£14,812
Manchester Carers Centre	£14,228
Newry and Mourne Carers	£15,000
Norfolk Carers Support	£14,903
Northamptonshire Carers	£15,000
Solihull Carers Centre	£15,000
Suffolk Family Carers	£14,998
The Carers Centre (Bath and North East Somerset)	£14,900
Wandsworth Carers Centre	£14,685
Wrexham Carers Service (AVOW)	£11,442

## Round Three

Network Partner	Grant amount
Blackpool Carers Centre	£5,000
Bridgend Carers Centre	£5,000
Care for the Carers (East Sussex)	£5,000
Carers Support Ashford	£5,000
Carers Support Merton	£5,000
Carers Trust in Greater Manchester Crossroads Care Service	£5,000
Crossroads Care South East London	£5,000
Enfield Carers Centre	£5,000
Sheffield Carers Centre	£5,000
Sutton Carers Centre	£5,000
Swansea Carers Centre	£5,000
Trafford Carers Centre	£5,000
WCD Young Carers (Wrexham, Conwy & Denbighshire)	£5,000

## 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 [source: Round Two 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>
<p><b>Time for Change Outcomes</b></p> <p>EO 2 and 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>	<ol style="list-style-type: none"> <li>Have physical and mental health of young adult carers 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>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>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p>EO 2 and 3</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>
<p>EO 2 and 3</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>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
EO 2 and 3 Improved proportion of time young adult carers spend having breaks and time for themselves, according to their individual needs and wishes.	<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>
EO 2 and 3 Improved emotional wellbeing of young adult carers and how they manage any stress or anxiety arising from their caring role.	<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>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p>EO 2 and 3</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>
<p>EO 2 and 3</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>

(continued)

Aspect of About Time programme	Evaluation questions	Evidence	Source of evidence
<p>EO 4</p> <p>Increased capacity and skills within 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>
<p><b>Take Action and Support aim</b></p> <p>EO 1/2/3</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</p> <p>[source: Round Two 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>EO 4</p> <p>Increased capacity and skills within 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**

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

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

#### **Network Partner interviewees**

- Joanna Sylvester, Senior Young Carers Development Officer, The Carers Support Centre Bristol and South Gloucestershire.
- Leah Morgan, Young Adult Carers Development Officer, The Carers Support Centre Bristol and South Gloucestershire.
- Claire Briston, Young Adult Carers Worker, Newcastle Carers.
- Rachel Parsons, Training and Development Manager, Newcastle Carers.
- Abbie Sherwin, Health Manager and Primary Care Liaison, Camden Carers Service.
- Kemi Forbes, Young Adult Carer Project Worker, Camden Carers Service.

#### **Young adult carer interviewees from:**

- The Carers Support Centre Bristol and South Gloucestershire. Newcastle Carers.
- Camden Carers Service.

## Appendix 5:

### Carers Star data

#### Carers Star data submitted by Time for Change projects

	Number of young adult carers	Initial Carers Star completed	Review Carers Star completed	% with two stars <sup>7</sup>
Action for Family Carers	89	66	29	33%
Camden Carers Service	34	5	0	0%
Carers Bucks	77	0	0	0%
Carers FIRST (Kent and Medway)	91	59	18	20%
Carers Support Centre Bristol and South Gloucestershire	31	22	1	3%
Carers Trust Heart of England	68	3	1	1%
Carers Trust Norfolk (formerly CCEA)	33	0	0	0%
Carers Trust Carmarthenshire Crossroads Care	91	35	5	5%
East Renfrewshire Carers Centre	32	5	1	3%
Falkirk and Clackmannanshire Carers Centre	55	0	0	0%
Hillingdon Carers	98	15	0	0%
Newcastle Carers	42	28	6	14%
Credu	151	26	1	1%
Wandsworth Carers Centre	40	22	2	5%
West Cumbria Carers	28	0	0	0%
Wrexham Carers Service (AVOW)	10	13	10	100%
<b>Total</b>	<b>970</b>	<b>299</b>	<b>74</b>	<b>8%</b>

<sup>7</sup> These figures are a percentage of young adult carers engaged.

## Carers Star data submitted by Take Action and Support projects

	Number of young adult carers	Initial Carers Star completed	Review Carers Star completed	% with two stars <sup>8</sup>
Suffolk Family Carers	90	0	0	0%
Carers Trust Peterborough	21	0	0	0%
Carers Leeds	31	0	0	0%
Brent Carers Centre	56	15	2	4%
Newry and Mourne Carers	21	15	0	0%
Carers of Barking and Dagenham	44	0	0	0%
Carers Trust Norfolk	21	0	0	0%
Crossroads Care East Anglia	0	0	0	0%
The Carers Centre (Bath and North East Somerset)	49	0	0	0%
Carers Trust Phoenix	21	21	9	43%
Carers Support Wiltshire	57	0	0	0%
Cheshire and Warrington Carers Trust	33	0	0	0%
Kingston Carers Network	18	15	0	0%
Wrexham Carers Service (AVOW)	54	12	11	20%
Wandsworth Carers Centre	23	0	0	0%
Kernow Carers Service	18	13	10	56%
Falkirk and Clackmannanshire Carers Centre	40	0	0	0%
Carers Lewisham	38	5	3	8%
Northamptonshire Carers	27	0	0	0%
City & Hackney Carers Centre	22	0	0	0%
Manchester Carers Centre	16	16	12	75%
Carers Trust 4all	0	0	0	0%
Solihull Carers Centre	40	14	0	0%
<b>Total</b>	<b>740</b>	<b>126</b>	<b>47</b>	<b>6%</b>

<sup>8</sup> These figures are a percentage of young adult carers engaged.



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