



Service Evaluation Report

2011

In 2010 Andover Young Carers conducted a survey to evaluate the quality and effectiveness of their work in the Community by providing support to children and young people with caring responsibilities.

Andover Young Carers
Churchill Bungalow
Admiral's Way
Andover
Hampshire SP10 1QG

Registered Charity No. 1081651

Patrons: Sir George Young, MP, Jane Benson, JP, DL

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Rationale

This evaluation was to establish the effectiveness and the outcomes from intervention of the support services provided by Andover Young Carers for children and young people with caring responsibilities.

The evaluation survey was carried out during the latter half of 2010 and follows on from a previous evaluation conducted in 2002. Standard questionnaires were sent to parents/guardians, local schools in Andover and the surrounding area, the young carers themselves, and the following referral agencies:

- Child and Adolescent Mental Health (C.A.M.H.S.)
- Hampshire County Council - Test Valley Youth Team
- Test Valley Child Protection - Andover Children's Services
- Test Valley Community Services - Turnaround
- Test Valley Locality Team – Education Welfare
- Hampshire Connexions – Andover Connexions Centre

The conclusion of this report has been compiled from the responses received.

We would like to thank all the agencies, schools, parents and young carers for their participation in this Service Evaluation, which has provided the basis of this report.

Introduction

Andover Young Carers is an independent charity offering respite and support for children and young people age 8 to 18 years who sadly have very little or no childhood because of their significant caring responsibilities. These can be for a parent, parents, or sibling with a long term illness, terminal illness or disability. Also, they can be affected by their parent's drug or alcohol addictions, mental health problems or domestic violence.

As young carers these children and young people have a very different life with little, or indeed no chance of having a childhood.

The Aims of Andover Young Carers

We aim to be the voice and support for children and young people with caring responsibilities; in addition to supporting the brothers and sisters of children with disabilities in Andover and the surrounding area.

Our vision continues to promote a culture in which children and young people are safeguarded by the prevention of undertaking inappropriate care of any family member. We believe that Young Carers should have the same life chances as their peers through a strong voice, safe quality support, inclusive rights and whole family support.

Defining a Young Carer

There are several definitions of a “Young Carer”, one of which is that young carers are children and young people who help to look after someone in their family by taking on physical or emotional caring responsibilities that are inappropriate for their age because someone in their family has a disability, illness, mental health problem or substance/alcohol misuse problem. Young carers have varying support needs depending on the impact of their caring.

Whilst many, probably most, children and young people will do jobs around the home appropriate for their age and ability, young carers do things and take on a level of responsibility that is inappropriate for their age.

Caring can be broken down into three types:

- **Physical**

For example - pushing a wheelchair, undertaking personal care, including toileting and dressing, doing household jobs such as cleaning or preparing meals, shopping and running errands

- **Emotional**

For example - just being there for someone, listening to them and talking with them to help them feel better

- **Taking responsibility**

For example - ensuring the safety and wellbeing of the parent(s) and/or sibling, administering medication, ensuring a parent keeps appropriate appointments, ensuring the home is secure, knowing when and how to get additional help, especially in the case of an emergency

Dr. Bernado’s state on their website that there are around 175,000 young carers in the United Kingdom. This could mean that there are around 30 pupils in any school in the UK who may be young carers. School staff are unlikely to know about all these pupils, although some may come to the notice of teachers because of their behavior.

Background

Andover Young Carers was established just over 10 years' ago following an evaluation by The Children's Society, who were commissioned by Hampshire Social Services to develop a Young Carers' Project in Andover. The project gained charity status on 19th January, 2000 (Charity No. 1081651) and is now independent of the The Children's Society. A Steering Committee was developed and subsequently replaced by a Management Committee to develop the Committee's Constitution. This was adopted in January 2000; the first employees were taken on in January 2001, and the Project was officially launched in March 2001.

In 2010 we had the honor of receiving the Queen's Award for voluntary service in the community. The Queen's Award is equivalent to an M.B.E. We also won the Kerrygold community award for 2010.

We currently support over 100 children and young people with caring responsibilities in Andover and the surrounding area. The kind of support we provide differs depending on the individual needs of the young carer. Following an initial assessment the young carer may only need support in school; however, the majority of young carers find that the respite we provide through our support groups allows them the opportunity to be children. We work with the young carers in groups and individually to provide them with the care they need; taking guidance from the young carers, their families and other professionals as to what support we can provide that would most benefit them individually. We also provide:

- Life skills sessions
- Out Reach Support and transitional support
- One-to-one counselling
- Buddying

Any one of the above could be for long or short periods of time, whilst others may require help with transition from our Outreach Support Worker. This could be from junior to senior school and from senior school to further education or employment.

Funding

Our funding is dependent on receiving large and small grant donations, small contributions from supporters, local businesses, fund raising events, and private individuals.

Patrons and Management

Sir George Young, Bt., MP and Jane Benson, JP, DL are both long-standing and active patrons of Andover Young Carers.

Andover Young Carers' Management Committee members are all volunteers who come from a wide range of backgrounds and bring considerable experience and expertise, including Health & Safety, Child Health, accountancy and independent management skills.

Roles and Responsibilities

Andover Young Carers has five salaried staff – A Manager, Supervisor, Outreach Support Worker, Activity Worker and part-time book-keeper. All other members of the team are volunteers.

The Manager has overall responsibility for the day-to-day running of Andover Young Carers, funding, and for the care and welfare of the children and young people whom we support. The Manager is also the Designated Senior Member of Staff responsible for safeguarding, employment, recruitment and raising awareness.

The Supervisor's responsibility is to supervise staff, volunteers and students who are actively involved in the after school respite sessions, planning activities and outings during school holidays, working closely with other service agencies and organisations, and enrolling new young carers.

Our Outreach Support Worker conducts assemblies within schools to encourage children and young people to come forward if they feel that they are a "carer". The assemblies explain what a "young carer" is and looks at some of the challenges they may face, in the hope that some children will recognise themselves as a young carer and feel secure enough to come forward and seek help. We have developed a 15-minute Power Point interactive presentation that tries to be informative for teaching staff and children alike; we also try to make it fun and interesting by encouraging the children to join in.

The assemblies are proving to be very successful with over forty children coming forward straight after the first assembly in 2009 and a steady flow of referrals ever since.

Assessment process

After the initial contact by the child, or referring agency we meet the child again either in school, or through a home visit, to assess the individual level of need and look at the best method of support. We are extremely grateful to all referring agencies, including local schools and their staff for facilitating some of these meetings. It has become apparent that a large proportion of the children coming forward are caring for parents with mental health, substance or alcohol misuse problems. In some cases the children just want to talk to someone and take it no further, but many are keen to meet with others who are in a similar situation as themselves.

The weekly respite sessions are planned to follow the guidelines from “Every Child Matters” framework encompassing the outcomes:

- Be Healthy
- Stay Safe
- Enjoy
- Achieve
- Make a Positive Contribution
- Achieve Economic Well-Being

Activities include cake making, craftwork, group activities, sports, games, homework group, developing self-esteem, confidence building workshops, life skills and circle time.

What we deliver to the Young Carers

We operate our service from Churchill Bungalow, Admiral's Way, Andover. At present these are:

Mondays – drop-in homework group - Alternate weeks

Mondays – Sibling support group - Monthly

Tuesdays – respite and support for 8 – 11 year olds

Wednesdays – respite and support for 11 – 14 year olds

Thursdays – respite and support for 14 – 18 year olds

The services provided include:

- one-to-one “Buddying” sessions
- counselling
- outreach support
- school support
- life skill classes
- outings
- trips
- workshops
- hot meal during respite session
- Transport

Transport is provided for those children/young people who need to be picked up from school and taken home after their respite session. The young carers are also provided with a hot meal before going home.

Evaluation Overview

The survey has shown that our organisation is valued by schools, Children's Services and parents alike. Should the charity fail to acquire sufficient funding, it must be noted that there are no other organisations in the Andover area that would be able to provide the care and support that each child or young person needs and receives from Andover Young Carers.

It has also demonstrated the need to continue to build closer relationships with all agencies caring for young people, GPs and schools so that information is shared and circulated quickly when young carers are identified. Andover Young Carers are now represented on:

- GP's forums
- Test Valley Multi-agency Safeguarding Board
- Child Protection
- Children and Young People's Plan
- Hampshire Young Carers Strategy
- Hampshire Young Carers Alliance.

Response Received To Our Questionnaires

Our questionnaires asked that each person score our work and comment on the service we provide. The scores shown are based on the number of replies we received.

Service Agencies

These represent Community Services, Child Adolescent Mental Health Service and Children's Services. We sent our questionnaire to eight organisations and received a response from six.

1. Communication

How satisfied are you with the :	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
Information and correspondence received	3	2	1			
Clarity of information, i.e. referral forms, criteria	2	2	1	1		
a) Have you visited our website?	YES = 4 NO = 2					
b) Was it helpful	YES = 4					
How do you rate the effectiveness of our communications	2	2	1	1		

**How can we improve?
(from your own experience, from colleagues, or other organisations)**

Comments:

- Already an excellent service
- I think it is impossible to improve without additional funding. Could consider providing literature detailing service(s) provided
- Closer partnership working for young people we are working with – inclusion on community activity programs; perhaps targeted towards young people
- Send more info and posters etc. to Connexion and schools
- “Child friendly” eligibility criteria would be useful on website for young people. Professional referral is long, very detailed, and overwhelming for young people. For professionals to use a “self-referral form” and for Andover Young Carers to then complete a professional form with the young person at a later stage (you would need to know a young person very well and in depth, which is not always realistic. Personal questions on a form can act as a barrier)

2. Staff (e.g. phone, e-mail)

How satisfied are you with the initial contact:	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
Was the person helpful?	2	3	1			
Quality of information received	3	2	1			
Time it takes to get through to staff on the phone?	2	2	1			1
Time it takes for staff to respond	2	3	1			
Helpfulness/politeness/courtesy of staff	3	3				
Was the member of staff knowledgeable	2	3	1			
What could we do better (e.g. phone, email, at the office or contact point)	<ul style="list-style-type: none"> • My contact has always been excellent • One experience to date 					

3. Referral Process

Did you find our referral forms easy to use?				YES 4	NO 0	
How would you rate:	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
a) Speed of response to referral		2	1			2
b) Speed of service from implementation to user	2	1	1			2
Feedback/liaison with referrer	2	1	1			2
a) Verbal	1	2	1			1
b) Written	1	2	1			1

Do you feel able to contact Andover Young Carers with:

a) Queries

b) Complaints

YES	NO
3	0
3	0
4	0

Have you looked to Andover Young Carers for advice/ information relating to young carers and their needs?

Comments:

- Feel unable to comment as I did not instigate the referral
- A fantastic service for Andover. Very beneficial to young people in need

4. Overall

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not applicable/ No comment
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To what extent (if any) do you think the group has been of benefit to the Young Carers?

6					
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To what extent (if any) do you feel the group has made a difference to family life?

6					
---	--	--	--	--	--

Has our service made a positive difference to your organisation?

Would you recommend us to another agency or colleague?

Have you recommended us to another agency or colleague?

YES	NO
6	0
6	0
5	0

Would you comment on how the service we provide has changed over the last year?

- It seems to be better organised, more staff available and more activities/resources available to Young Carers
- Space and time away for young people; providing time for “self” and activities with other young people
- Good joint working

Can you suggest ways in which the service could be developed to better meet your needs?

- Not at the moment – continue to liaise well with other agencies to ensure they know what Andover Young Carers can offer to young carers
- Partnership working
- Create more awareness with community ward and ground workers
- More promotion of service

What do you feel are the success/positive strengths of Andover Young Carers?

- The families I have referred have said that it is great for the children to have somewhere to go where other children of their age understand what they are going through in caring for a parent or sibling
- Individual, holistic approach benefits the family
- Accessibility, inclusivity, activity/support, normalisation
- Always very positive feedback from young people towards the project
- Good management, dedicated staff and funding
- Meeting needs of those socially isolated. Provision of a positive environment and activities
- You offer a very friendly, welcoming and relaxed environment/atmosphere. Young people are obviously very happy there
- Joint working with Connexions

Schools in Andover and the Surrounding Area

Our questionnaire was sent to all the schools in the Andover and surrounding area, some of whom do not currently have any young carers in their school, as far as they are aware. Schools that have requested information regarding our Outreach Support Service have been contacted and links have been established.

N.B. Although we received more responses than the numbers quoted indicate, unfortunately not all questions were answered in all cases.

1. Communication

Are you satisfied with:	Excellent	Very good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
Information and correspondence you receive		3	3	2		0
Clarity of information, i.e. referral forms		4	4	1		
Have you visited our website?	YES = 2 NO = 6					
Was it helpful?		4	1	2		
How do you rate the effectiveness of our communications?		1	4	3		

How can we improve?

(e.g. from your own experience, from colleagues, or other schools/organisations)

Comments:

- Regular updates on students attending Andover Young Carers. Also regular updates on School Outreach work, targeted to individual students
- More regular school visits
- To share with us the names of students who are members of Andover Young Carers so that we are aware of who they are
- We would like you to visit the school to talk at an assembly. We find some children do not like admitting that they are a Carer
- If we could access more funding I think we could do more together
- I have not made any referrals to the service, although some of our children have benefited from the service. Feedback from parents has always been excellent
- There are always flyers of information around

2. Staff (e.g. on the phone, e-mail)

How satisfied are you with the initial contact?

	Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No Comment
Was the person helpful?		4	1	2		
Quality of information you received	1	5	3			
Time it takes to get through to staff on the phone		5	3			
Time it takes for staff to respond		4	3	1		
Helpfulness/politeness/courtesy of staff	1	3	1	1		
Was the member of staff knowledgeable?	1	3	2			

Could we do better? (e.g. on the phone, email, at the office, or contact point)

Comments:

- Very satisfied with initial contact and follow-up communications via phone
- A slightly “warmer”, more approachable manner

3. Outreach Support

Are you receiving our Outreach Support?

YES	NO
3	6
5	0

If “No”, would you like to receive more information regarding our Outreach Support

If “Yes” please see below:

How satisfied are you with our assemblies?

Excellent	Very Good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
	1	2			

How do you find communication between our outreach support and:

a) Staff		2	1			
b) Children		1	2			

Has it been discussed with you regarding setting up an “in-school Young Carers’ Group”?

YES	NO
2	2
1	0

If “No”, would you be interested in setting up an in-school Young Carers’ Group

If “Yes” please would you comment on our service?

Comments:

- Discussed with previous Outreach Support Worker, but unfortunately the ideas did not progress
- More regular meetings at school would be more productive
- Your service is very much valued by pupils
- We had already established our own Young Carers Group
- Your Outreach Support Worker has done a really good job of taking over the outreach role and communicates well with us regarding our students
- Although unaware of the service, we would like you to come and do an assembly
- Good

4. Referral Process

Please rate the following:	Excellent	Very good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
Do you find our referral forms easy to use?						6

How would you rate:

a) Speed of response of referral		2	4	1		
b) Speed of service from implementation to user		2	4			1

Feedback/liaison with referrer:

a) Verbal		2	3	1		1
b) Written		2	2			

Do you feel able to contact Andover Young Carers with:

a) Queries	YES	NO
	8	0
b) Complaints	8	0

Comments:

- Previous support for our students has been excellent. Currently, I have a meeting arranged to discuss future outreach support and possibility of developing Andover Young Carers' lunch-time group
- Very open and amenable people

5. Overall

Please rate the following:	Excellent	Very good	Good	Satisfactory	Unsatisfactory	Not Applicable/ No comment
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To what extent (if any) do you think the group has been of benefit to the Young Carers?

2	2	3			
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To what extent (if any) do you feel the group has made a difference to family life?

1	2	2			
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Comments:

- Cannot comment on the above, but I am sure the families really value the support
- I know a number of our young people who attend Andover Young Carer’s and they really value the opportunity to socialise and partake in recreational activities – excellent work!
- We do not have the feedback to enable us to comment on impact to family life

Has our service made a difference to your organisation

YES	NO
6	1
7	0
7	0

Would you recommend us to another agency?

Have you recommended us to another agency or colleague?

Would you comment on how the service we provide has changed over the last year?

- Reducing weekly sessions to fortnightly has been seen as a reduction in service. However, I believe the fortnightly meets are very beneficial ([See Implemented Actions](#))
- An excellent service. More ‘hands on’ time in school would be good ([See Implemented Actions](#))
- Excellent work with the children
- Outreach work has been beneficial to identified students in school ([See implemented Actions](#))

Can you suggest ways in which the service could be developed to better meet your need?

- Information sharing
- Maybe a list of who is attending once a term so we definitely know who are young carers
- Greater feedback to schools on how the children are progressing/having difficulty, e.g. I have not referred the children you are working with and therefore feel out of the loop
- As we are a Special Needs school, the Andover Young Carers tend to be the siblings of our pupils, so it would be beneficial if a member of Andover Young Carers could attend our sibling days in July

What do you feel are the successful/positive strength of Andover Young Carers?

- Andover Young Carers offers invaluable support to our students; specifically offering them respite from responsibilities at home and the opportunity to relax and socialise in a safe and stimulating environment
- Produces a service in the community for vulnerable students
- Individual support
- Family support
- Positive relationship with the school
- Positive support for children from their peers who are experiencing a range of similar difficulties
- Confidence building
- Respite
- It offers invaluable support to vulnerable young children and their families

Parents/Guardians of Young Carers

Our questionnaire was sent to all the parents/guardians of our Young Carers. Some parents currently have more than one child attending Andover Young Carers (1 to 4 children). It is therefore not easy to quantify the actual number of responses, but the comments received express how they value our support.

The length of time these children and young people have been supported by Andover Young Carers again varies considerably from a matter of weeks to several years.

Who referred your child to Andover Young Carers

School	Doctor	Children's Services	Other
7	0	4	10

How would you score the quality of service that you have received from us?

Excellent	Very Good	Good	Poor
14	3	2	0

Would you like to comment on our service?

- It has been great for us as it means our son now has somewhere to talk and relax and although he has been coming for a short time it has been good
- Caring and efficient
- Staff have been fantastic, very understanding and wonderfully supportive. Outstanding
- Always there for family and children. Very, very good
- All staff are friendly, professional and helpful
- This is the best group of people helping at Young Carers. The staff have been fantastic for my daughter, I don't know where to start, the staff are fantastic, always there to help, listen, confide and always making you smile

Do you feel able to contact us with any of the following?

	YES	NO
Queries	18	1
Complaints	18	1
To ask for information or advice	17	2

Would you like to comment on how helpful you found us?

- Everyone we have had contact with has always been very helpful and explained everything we've asked
- Very helpful
- Extremely helpful, polite and professional
- My daughter is able to talk to someone about how she is feeling
- Extremely helpful in making sure my girls have happy memories. It stops me feeling so bad
- Very helpful and friendly
- Always receive an answer to any message left
- Always there for everyone, they make you feel better about things and help you find the right people to help with any problems

How easy do you find it to contact any of our staff?

Very Easy	Easy	Fairly Easy	Difficult
11	8	1	

How well do you think our staff listen and understand your child/children?

Very Well	Quite Well	Sometimes	Not at all
15	5		

Do you have any comments you would like to make on your child's needs?

- My son just seems happier knowing he can talk and ask for advice if he needs to
- My son needs to talk about his feelings. He bottles things up because he doesn't want to worry me
- I would like a member of your staff to talk to my eldest son, as to whether he wants to continue to go to Andover Young Carers as he won't discuss it with me
- Thank you for being there
- He is shy about sharing his feelings

Do you feel Andover Young Carers is suitable for your child's needs?

YES	NO
20	0

How would you say Andover Young Carers has been of benefit to your child/children

Excellent Benefit	Very Good Benefit	Some Benefit	No benefit
13	6	1	0

Would you like to comment on how your child has benefited from coming to Andover Young Carers

- He seems more relaxed again and a little more patient
- It has provided a caring and comfortable environment, providing activities and experiences with other Young Carers
- It has provided time-out space for all of us away from the worries of caring for my daughter with physical/mental disability
- My daughter is meeting people
- The one session my son attended appeared to be a positive experience
- He likes meeting other children who look after other people
- Her confidence has grown
- They are able to be children and not carers all the time
- Very good
- He has found somewhere he can be himself
- Being with other children who are carers
- Given an opportunity for my child to get out
- A place for “him” to know he is not alone being a caring sibling. He can have fun
- They have helped my daughter to deal with changes as my condition is getting worse and given her the time to be a young person again

Have you found Andover Young Carers helpful to you personally?

Great help	Helpful	Some help	No help
12	5	2	0

Would you like to comment in what way we have helped you?

- It has been a great weight off my mind knowing he has somewhere to go where he can talk if he needs to and he is with others like himself
- You have provided an excellent and safe environment for the boys and peace of mind for me
- By being there for the girls when I couldn't be
- It is reassuring to know my son can meet other children in similar circumstances to himself and is in a safe environment
- With needs regarding school and other matter
- So I do not have to worry about them having no one to talk to, I know they do now, a big thank you
- Knowing that my son has someone else to talk to is very reassuring
- Listening
- Providing my son with a safe and happy, stimulating outlet
- My bungalow is not meeting my needs. I spoke to a member of your staff to ask if she could put me in touch with people who may be able to help. I am so grateful to her as I am so worried that I won't take in what's being said and that I cannot put across what it is I need, not want, it's a need now

Does your child enjoy the outings we arrange and after school activities?

YES	NO
19	0

In the time your child has been supported by Andover Young Carers have you noticed any difference or improvement in his/her conduct?

At School	At home	Socially	Other
7	13	7	1

If 'Other', would you like to comment?

- He is a bit more patient with his mum and not quite so upset when things are bad
- He seems a lot happier like when he had a bad day at school, which is not very often now
- Herself- she knows if she needs to talk, she has all of you if I am not around
- No difference – my daughter was referred to Andover Young Carers by Social Services because of the emotional problems she has suffered as a result of her mother’s alcohol abuse and consequent behaviour. I would not therefore expect to see any immediate changes given that she has only been with Andover Young Carers a few months. She is a reticent child, however, the warmth of the welcome by everybody at Andover Young Carers, the relaxed atmosphere, the well thought out and appropriate surroundings and (in my view) highly professional approach, are exemplary. I am so pleased she attends this excellent organisation, and I am so grateful to you all for providing an appropriate and sensitive safe haven for her
- My son is less shy. His confidence has grown. He has another “family” in Andover Young Carers
- I have seen more changes in my daughter since Andover Young Carers took on a full-time Manager and now the young carers are put first

Has your child found it easier to cope since coming to Andover Young Carers?

YES	NO	At School	At Home	Socially
13	2	9	9	7

- She copes anyway, but it has helped

What do you feel are our successes?

- Allowing the children a safe environment to be children and realise that they are not alone
- Helping children that have problems etc.
- You provide a comfortable, caring environment where children feel supported and feel you understand
- Providing a hands-on, not patronising attitude whilst still maintaining a professional attitude. Boys look up to you all and respect the staff
- Being non-judgmental and approachable. Bringing children together who otherwise think they are alone, enabling them to gain strength within themselves
- He feels that he can go out more on his own
- Just being there for all

- You give support and opportunities for the children to rest
- Always welcoming to everyone who walks into the Bungalow
- Allowing my child to do something other than school
- Providing a unique place in a unique organisation. My son is not alone
- You always take into account what all the children's needs are and what you can do to make all the children feel special

Are there any areas that Andover Young Carers could improve on to better meet your own, or your child's needs?

- At the moment no. I think in the short period my son has been going it has been so good for him
- None whatsoever; you all do a great job
- I would like to thank you all for your help with my problems. Thank you
- They both said "could they have more choice of food, if possible"
- Don't know
- Allow adults who are leaving Young Carers to move on and up to tell children personally
- Overall very pleased 10/10
- Hold more frequent sessions
- Siblings' respites are only held once a month and are cancelled due to staff problems. Maybe more respite sessions and/or weekend groups?
- Maybe have cooking lessons for the older children so they have an understanding of meals etc. as many have to cook meals for the family (*See Implemented Action)

Young Carers

Young Carers aged between 10 and 15 years were asked to complete a questionnaire on what their views were about Andover Young Carers. Some of them have been coming to Andover Young Carers for a number of years and made friends who they talk freely about their lives and responsibilities.

Attending less than 1 year	Attending more than 1 year
15	11

Have we helped you?

YES	NO
26	0

Would you like to tell us in what way we have helped you? (*)

() Some of the Young Carers chose not to answer this question, or said they could not explain, though they did answer "Yes" to the question saying that we have helped them. As a number of the Young Carers answers were same to this question we have listed their comments below:*

- Helped me when I was being bullied
- Understanding that people need help/guidance and not everyone is the same
- Having fun and making more friends
- Gives me a break every week
- You have helped me to handle problems at home
- When another boy picks a fight with me
- Dealing with my Mum when she is stressed
- Talking to other people
- I feel better in myself – less stressed
- You have helped me make more friends and have fun
- I don't know, but I have calmed down more
- Support and trips away from home
- To be able to talk to people
- Making me laugh

Does the staff listen to what you say?

YES	NO
26	0

Do you think your views and thoughts are valued?

YES	NO	DON'T KNOW
24	1	1

What do you think is the best thing about Andover Young Carers?

As some of the Young Carers' responses were the same we have listed below the things they like best about Andover Young Carers:

- Gives me a break with friends in the same situation
- Everyone listens and helps because we are in a similar situation
- Making friends and having fun
- Getting out of the house
- The activities and support/understanding
- You can relax and get away
- The way they treat us
- The food
- Painting with friends
- Fun activities
- Cooking lessons
- Going on trips and playing with my friends

What do you think is the worst thing about Andover Young Carers?

NOTHING	LONGER RESPITE SESSIONS
22	4 (*)

() This question was not asked, but several said that there was not enough time – wish the respite sessions were longer*

Do you enjoy the group activities?

YES	NO	SOMETIMES
25	0	1

What do you enjoy most?

As some of the Young Carers' responses were the same we have listed below the things they enjoy most about Andover Young Carers:-

- The food
- Everything
- Playing pool and Guitar Hero
- Being able to play out doors
- All activities
- Seeing friends, having fun, and coming to Andover Young Carers
- Playing the Wii
- Art
- Lots of things
- Being with friends
- Cooking

Do you like the “Honeypot” bus?

(The “Honeypot” bus is operated by the Honeypot Charity with whom we work to provide extra support for Young Carers ranging from 8 to 12 years of age. The “Honeypot” bus is a mobile activity centre that visits three times a year, as well as taking Young Carers on holiday. They Honeypot Charity also give them Christmas presents.)

YES	NO	DON'T KNOW (*)
9	2	15

() These Young Carers are over the age of 12 and are not included when the “Honeypot” bus visits Andover Young Carers*

Do you attend any other clubs or groups besides Andover Young Carers?

YES	NO
9	17

Do you find it easy to contact Andover Young Carers?

YES	NO
25	1

What do you think we should change?

All the Young Carers said there is nothing they would change (26 participated). Other comments they made include:

- A longer time at Andover Young Carers (if possible)
- Children’s handprints on the walls with their names underneath as a sign that we are here
- The colour of the paint on the walls *(see implemented actions)*
- More art activities
- More activities during sessions
- The trampoline *(they would like a new one!)*

Key Messages Identified From Service Evaluation

- Individually Young Carers do not form a standardised group with clearly defined or uniform responsibilities. The amount and type of care they need can vary greatly, and does not predict how far the health or well-being of each young carer may be affected
- A lack of awareness among many professional groups of the needs and concerns of young carers; the young carers themselves own lack of awareness of their entitlements, coupled with their reluctance to seek formal help **(See Implemented Actions)**
- Young carers can experience substantial physical, emotional or social problems, and encounter difficulties in school and elsewhere **(See Implemented Actions)**
- Young carers may appear "hard to reach" as they are not in touch with services, or projects, or perhaps do not see themselves as young carers at all. Therefore, we have only been able to base our findings on the experiences of the young carers who see themselves as such, and who seek help and support **(See Implemented Actions)**
- Social workers and teachers have been recognised as the people potentially most capable of identifying and supporting young carers. There is some evidence that they consider themselves to be stigmatised by teachers and their peers, and can feel that little support is forthcoming at times **(See Implemented Actions)**
- Feedbacks from children and young people who attend our Young Carers' project consider their problems and experiences to be recognised, understood and valued. They prefer support that is non-intrusive and provided by appropriate individuals and organisations rather than statutory services

Implemented and Planned Actions

Implemented Actions

Following the evaluation survey we have introduced some new activities for our Young Carers so they can learn and develop life skills. These activities include:

- A vegetable patch has been established in the grounds of the Bungalow for the Young Carers to participate in growing vegetables
- Learning sewing skills
- Craftwork
- Glass painting
- Learning cooking skills

1. We have developed and are expanding our Outreach Support Work service in senior schools. This includes conducting assemblies within schools to encourage children and young people to come forward and seek help if they feel they could be a Young Carer. Following an assembly, each child or young person is individually assessed to establish the kind of support we provide that would be of benefit to them.
2. Our Outreach Support service is developing lunch-time drop in sessions within a local senior school. *The “drop-in” sessions* provide the young carers a chance to spend time with others like themselves; offering an opportunity to talk about any issues they may have, either as an individual or as a group.
 - 2.1 A joint training programme has been devised in partnership with a local school and is underway to enable selected and appropriate young carers to develop leadership skills and participate in running group sessions.
3. A partnership agreement has been established with one school to help them identify Young Carers, as is recommended in the Government Guidelines, by raising awareness of Young Carers’ issues through discussions with school staff, presentations at school assemblies and/or PSHE (Physical, Social Health & Emotional).
 - 3.1 We now sit on both the Test Valley Multi- Agency Safeguarding Board and Test Valley GPs’ Patient Forum, which feeds into the GPs’ Forum.
 - 3.2 We have an on-going liaison with Hampshire Young Carers Alliance to ensure we are sharing the same criteria.

4. Due to the increase in the number of Young Carers and available space in Churchill Bungalow, we had to make the decision that each age group had to be split into Groups 1 and 2. Although the young carers now attend fortnightly respite sessions, they can also attend the fortnightly drop-in homework group and access our Outreach Support either through Andover Young Carers direct, or contact at their school. As our young carers are assessed individually there are some cases that require ongoing weekly support.
5. We are addressing the problems young carers can experience, such as substantial physical, emotional or social problems, difficulties in school and elsewhere through our Outreach Support Work in schools
6. On-going we are developing cooking skills and participating in Young Chef Workshops
7. Life Skills Workshops are on-going, held in conjunction with Andover Connexions.

These workshops are to help with:

- Personal hygiene (on a one-to-one basis)
 - Self-esteem
 - Sexual health
 - Assistance with CV's when leaving school
 - Teenage pregnancies
8. Young carers fully participate in the planning and evaluation of all Andover Young Carers' activities and life skill sessions.
 9. Young carers are involved in providing information towards major funding applications.
 10. Drop-in homework groups are now established and in 2010 we were donated 3 laptops, which are used to encourage the young carers to access the Internet for information to help with their homework.
 11. With the £1,000 we received for the Kerrygold 2010 community award we were able to buy a new pool/air hockey table; X Box 360, plus games and DVD's that were on the Young Carers' "Wish List".

Planned Actions

1. We are looking to implement a Young Carer's ID card to show to their teachers if they need to be excused from class to telephone home and check on a parent. The card will help alleviate any embarrassment in front of peers by having to explain their situation.
2. We also plan to take our Young Carers to the "Young Carers' Festival" again this year to give them a fun holiday packed with activities. We are still seeking funds to ensure young carers are able to attend.
3. We are planning to expand and develop our Outreach Support work in other schools in Andover and the surrounding area.
4. We continue to plan, provide and evaluate our weekly respite sessions for identified individuals and groups.
5. Further develop our links with Adult Services.

Conclusion

We must continue to plan and evaluate our service to ensure that we are able to provide the identified needs of this vulnerable group of children and young people. Although we do not cease in our endeavours to secure adequate funding, it is imperative that we receive grants from major organisations to enable our work to progress and develop within the Community.

In these hard economic times we are extremely grateful to local businesses, companies and individuals who continue to provide financial support. Many have also given us practical help, such as painting and decorating the activity room and lounge; providing and laying a new floor for the activity room and hall; tidying the garden and digging the vegetable patch ready for planting; levelling and laying hard-core to park our minibus and making a safer access to the Bungalow.