

APPENDIX 4: Comments raised through consultation and Children and Young Peoples Services Commissioning Response

No.	Comments Received	CYPS Commissioning Response
1.	<p>Very basic and doesn't take into consideration the impact and the value of a social interaction for young carers. Furthermore I don't think its fully illustrates that Neath Port Talbot ranks number 1 of 348 local authorities in the UK of Young Carers providing more than 19 hours of care per week (census 2011)</p>	<p>Further National and Local Data has been sought during the consultation process in order to realise the full impact of current needs against the identified priorities in the Strategy for more detailed and coherent commissioning intentions.</p>
2.	<p>It's a comprehensive piece of work that takes a holistic approach to supporting young carers.</p>	<p>No response required</p>
3.	<p>Beneficial that it will be looking at young carers in a more holistic approach.</p>	<p>No response required</p>
4.	<p>The strategy provides a sensible structure to move forward.</p>	<p>No response required</p>
5.	<p>When young carers turn 18 there is no strategy for their transition into adult provisions. Whilst the Carers Centre is available to carers the service isn't age appropriate and young adult carers don't engage with it. This is a gap in the strategy and a</p>	<p>A NPTCBC Young Carer Leadership Group will be established to which relevant stakeholders will be a part of taking forward the implementation of the outcomes set out in the strategy. This will include reference to</p>

	<p>gap in provisions for young adult carers. In addition, the process of young carers accessing support isn't illustrated. For a young carer to access support in NPT, they have to have gone through the SPOC system and be assigned a TAF or social worker then access the commissioned service. However, if the family don't give permission for a SPOC referral then they don't get assessed and their needs not identified. This again becomes a gap in provisions and unless supported by the youth service the young carer receives no support and definitely means young carers don't receive an assessment.</p>	<p>current and future provisions and gaps analysis.</p>
<p>6.</p>	<p>There is no clear plan of identifying and raising awareness of young carers in this strategy. It evidences the need for identification but other than relying on partner organisations to do this there is no "strategy" of how this is going to be conducted.</p>	<p>The Strategy has been amended to reflect the feedback received during consultation.</p>
<p>7.</p>	<p>The strategy recognises that young carers are difficult to engage with e.g as they don't often recognise themselves in a caring role, the stigma attached to caring, hard to reach. Whilst I think the strategy does make reference to how some of these barriers will be addressed, I think it is important to be more explicit on this. In particular with regard to information, awareness raising, marketing and communication. It is imperative that children and young people are communicated with in a clear and appropriate way, with the right tone of voice, format, place (access), and through their preferred communication channels. A diverse range of young carers should be involved in the development of any marketing materials and communication campaigns. It is also important to involve children and young people in the development of services, policies, procedures, process and commissioning. I'm not sure that the strategy is explicit enough in communicating to what degree this will happen but I think it is imperative to ensure that the strategy meets their needs.</p>	<p>During the consultation 2 focus groups were held with young carers and their views sought on the Draft Strategy. Numerous themes were identified as part of this exercise which has been imperative to the amendments featured in the final version.</p> <p>Please also refer to Q6 response.</p>

8.	The strategy relies very heavily on ABMU partnership and partner organisations with little commitment for NPT Local authority to take a lead on supporting young cares and young adult carers.	Please see response to Q6
9.	More awareness for illnesses amongst professionals	Please see response to Q6.
10.	More educational awareness with regards to teachers understanding of the role	Please see response to Q7
11.	More communication with other children as so they understand the role of a young carer	Please see response to Q7
12.	A mascot for young carers from the Council	Please see response to Q7.
13.	More marketing material for raising awareness for young carers	Please see response to Q7

14.	I.D Cards for young carers, so that the cared for person isn't cared for if the Young person is in an accident.	Please see response to Q7.
15.	The strategy is boring and not suitable for young people to read and understand	Please see response to Q7
16.	Use interactive games to help young people be involved in decision making	Please see response to Q14
17.	Young carers would like more opportunities to speak and advocate their role with more professionals and staff, such as Young Carer led presentations in school assembly's	Please see response to Q7
18.	Inclusion should enable young carers to also do their favourite activities	Please see response to Q6
19.	More information on who to contact should there be any difficulties	Please see response to Q6
20.	More work to be done in schools, especially year 6	Please see response to Q6 and Q7

21.	The emergency services should have more awareness of Young Carers not just the Council and Education.	Please see response to Q7
22.	Need consistency in support for young carers	Please see response to Q6
23.	Need to reduce stigma attached to Young Carer identification	Please see response to Q9
24.	WREC welcomes the draft Neath Port Talbot County Borough Council (NPTCBC) Young Carers Strategy to improve the lives of YCs and their families in Neath Port Talbot.	No response required
25.	We agree that YCs can be very difficult to identify as they often do not recognise that they are providing care, particularly if the cared-for person is a family member. As a commissioned service we have worked with the local authority to promote the service, such as writing to all Head Teachers, attending school assemblies, linking with Jobcentres and Work-Based Learning providers, circulating flyers in GP surgeries, utilising social media and issuing frequent press releases to highlight the service.	No response required
26.	We have worked with the local authority's Youth Service to promote the commissioned services so believe there is already a good level of awareness with authority-delivered youth provision. We welcome one action in the draft Strategy to roll out identification and awareness training to relevant staff in statutory and non-statutory organisations, as additional awareness raising could be improved. In particular, we believe the local authority should lead in working more closely	Please see response to Q7.

	with health colleagues to identify young carers in their respective services, particularly due to the size and structure of the NHS.	
27.	As a commissioned service we would like to see the coordination of a network facilitated and chaired by the local authority. Since we are not a third sector organisation we are not invited by NPTCVS to local voluntary sector networks and forums. This can sometimes detach commissioned services from other complementary services offered by the voluntary sector where stronger collaboration could be beneficial for service users.	Please see response to Q7.
28.	One observation is the difficulty in knowing the actual number of YCs living in NPT. We note that the estimated total population aged 0 to 24 providing unpaid care is 1,474 YCs, based on the Census 2011 reference LC3304EW 'Provision of unpaid care by age'. However, we do note these are only estimates and question the accuracy of the estimations.	Please see response to Q6
29.	Whilst the Families First provision was originally designed for up to 100 YCs per annum, the actual number of YCs accessing the service has averaged around 50 YCs per annum despite the promotional efforts of the Carers Trust Swansea Bay Crossroads Care Service from April 2015 to September 2016, followed by WREC since we commenced directly delivering the service from 1st October 2016.	No response required
30.	We support the development work currently being led by the local authority in establishing an Information, Advice and Assistance (IAA) service to meet this statutory obligation. This would be another resource for stakeholders working with YCs to utilise and refer into. As an organisation we are due to be assessed for the Matrix, the quality standard for measuring advice and support services, which supports individuals in their choice of career and life goals. We believe all local authority and commissioned services should strive towards achieving the Matrix to give increased confidence in the quality of provision being provided to YCs.	No response required

31.	<p>We believe the foundations for enabling YCs to be involved in decision making are already present. For example, on 13th March 2017 our Young Carers Youth Club was part of a Welsh Government Youth Work Quality Mark (Bronze) assessment, which examined how young people contribute to the planning of provision and are involved in feedback of the services their access. We achieved the Quality Mark. In addition, YCs are empowered in contributing to decision marking as part of their initial PANOC assessments and regular support plans.</p>	No response required.
32.	<p>One challenge is how dispersed YCs can be in terms of geography. This can sometimes create barriers to accessing services, particularly if a YC lives in a rural location. Of the 42 electoral wards in the county borough, 24 are classed as rural. From experience this has created challenges in providing transport for YCs to access our commissioned services. We believe the Strategy should recognise this, particularly in facilitating outreach services.</p>	Please see response to Q7.