



## **GUIDELINES FOR REFERRERS**

### **1. Introduction**

These guidelines are intended for any parent, professional or agency wishing to make a referral to the Carers Federation, Action for Young Carers (AYC) project on behalf of a young carer who requires support. The guidelines accompany the AYC Referral Form. Please read these guidelines carefully before completing and returning referral forms.

- **Please indicate on the form if there are any risks associated with visiting the family home or area as staff often lone work.**
- **Ensure any safeguarding concerns are clearly noted on referral form, including historic safeguarding issues which may impact on parents/carers being able to access the service.**

**Please note: AYC would appreciate it if all referral forms are correct and completed fully. If you have read these guidelines and are still unsure about how to proceed or are a young carer wishing to make a referral on your own behalf please contact our office for assistance.**

### **2. Who can make a referral?**

Any person can make a referral to AYC on behalf of a young carer. This includes parents, guardians or other family members, social workers, community workers, health workers, GP's, teachers and voluntary sector workers.

Young people may also self-refer to AYC using the Action for Young Carers Referral Form or by contacting the office 0115 9629351.

### **3. Who can you make a referral for?**

Action for Young Carers will accept referrals for young carers (*see the definition of a young carer below*) who are aged between 5 and 18 years and who live within Nottingham City.

#### **4. Service availability**

Due to the high demand for the services we provide we have to prioritise young carers with the highest needs (*see the prioritisation criteria below*).

Once you have made a referral we will look at the information you have provided in the referral form and decide from this if the young carer is a high enough priority and if we have sufficient capacity to proceed. If the young carer is not eligible for our service or we do not have the capacity to proceed with the referral we will get back to you to let you know at the earliest opportunity.

#### **5. Definition of a young carer**

AYC currently uses the following definition:

The term "young carer" is a child or young person under the age of 18 carrying out significant tasks and assuming a level of responsibility for another person which would normally be undertaken by an adult.

- *Action for Young Carers recognises that young people who have been carers and whose caring situation has come to an end sometimes need support to adjust.*
- *Actions for Young Carers are committed to supporting both primary and secondary carers under the age of 18. Primary being the main carer, secondary being a carer who is not solely responsible for all tasks however do have some form of a caring role.*
- *Action for Young Carers recognises that young carers over the age of 18 and up to the age of 25 cannot always find appropriate support in adult services. Therefore, we will endeavour to support young carers in finding and accessing on-going support before reaching their 18<sup>th</sup> birthday.*

#### **6. Service Prioritisation - service provision**

Due to the limited availability of services AYC prioritises young carers with the most need. To enable us to identify those young carers with high priority needs more clearly we have produced the following criteria. Please see table below for further clarification:

7. **AYC operates a three tier service provision:**

Service Prioritisation	Service Provision
<p><b>High Priority</b></p> <ul style="list-style-type: none"> <li>• The young carer is aged between 5 &amp; 18.</li> <li>• The young carer is the primary (or main) carer - e.g. provides all or the majority of the care on a regular and substantial basis.</li> <li>• The person cared for has a terminal illness (cancer).</li> <li>• The cared for is palliative (end of life).</li> <li>• The young carer cares for their parent or guardian, lives in a single parent household and/or is caring for sibling.</li> <li>• The young carer takes on caring role that would normally be taken on by an adult.</li> <li>• The young carer is on the Child Protection Register in relation to their caring role. (This can be discussed in more depth with referrer once we have received a referral)</li> <li>• The person (or persons) they care for has a significant problem with mental health, chronic or terminal ill-health or disability.</li> <li>• The young carer experiences significant problems in one or more of the following areas as a consequence of caring: <ul style="list-style-type: none"> <li>• <b>Staying safe</b></li> <li>• <b>Challenging &amp; anti-social behaviour</b></li> <li>• <b>Social contact including access to activities</b></li> <li>• <b>Friendship</b></li> <li>• <b>Education and school</b></li> <li>• <b>Physical health</b></li> <li>• <b>Emotional well-being and mental health</b></li> <li>• <b>Self esteem and confidence</b></li> <li>• <b>Finances</b></li> <li>• <b>Housing</b></li> <li>• <b>Family breakdown</b></li> </ul> </li> </ul>	<p><b>Tier One</b></p> <ul style="list-style-type: none"> <li>• Local Authority statutory Young Carers assessment</li> <li>• Young Carer Family assessment of needs.</li> <li>• Advocacy for Young Carer and/or family (Liaise with schools/health and social care etc)</li> <li>• <b>Minimal offer of 6 one-one sessions (to be reviewed) Maximum of 10 one-one sessions.</b></li> <li>• <b>Young Carer support plan included in One-one support.</b></li> <li>• Young Carers activities</li> <li>• Young Carer groups sessions</li> <li>• Family activities</li> <li>• Sign posting</li> <li>• Access to Counselling</li> <li>• Commitment to working as part of safeguarding processes (i.e. attend reviews, initiate CAF's/Priority family process)</li> </ul>

<p><b>Medium priority</b></p> <ul style="list-style-type: none"> <li>• The young carer is aged between 5 and 18.</li> <li>• Cares for a parent, guardian, sibling or other person.</li> <li>• The young carer is at times the primary carer (<i>see definition above</i>) and is largely coping with this role. However they may experience significant problems in some of the categories outlined below and is in need of support in relation to their role as a carer.</li> <li>• Is a secondary carer - e.g. not the main carer but still carries out a significant caring role on a regular, substantial basis and experiences significant problems in one or more of the following areas as a consequence of caring: <ul style="list-style-type: none"> <li>• <b>Staying safe</b></li> <li>• <b>Challenging &amp; anti-social behaviour</b></li> <li>• <b>Normal social contact</b></li> <li>• <b>Friendship</b></li> <li>• <b>Education and school</b></li> <li>• <b>Physical health</b></li> <li>• <b>Emotional well-being and mental health</b></li> <li>• <b>Self esteem and confidence</b></li> <li>• <b>Finances</b></li> <li>• <b>Housing</b></li> <li>• <b>Family breakdown</b></li> </ul> </li> </ul>	<p><b>Tier Two</b></p> <ul style="list-style-type: none"> <li>• Local Authority statutory Young Carers assessment</li> <li>• Young Carer Family assessment of needs.</li> <li>• Advocacy for Young Carer and/or family (Liaise with schools/health and social care etc)</li> <li>• Minimal offer of <b>4 one-one sessions (to be reviewed)</b> <b>Maximum of 8 one-one sessions (to be reviewed)</b></li> <li>• <b>Young Carer support plan included in One-one support.</b></li> <li>• Young Carers activities</li> <li>• Young Carer groups sessions</li> <li>• Family activities</li> <li>• Sign posting</li> <li>• Access to Counselling</li> <li>• Commitment to working as part of safeguarding processes (i.e. attend reviews, initiate CAF's/Priority family process)</li> </ul>
<p><b>Low Priority</b></p> <ul style="list-style-type: none"> <li>• The young carer is aged between 5 and 18.</li> <li>• Cares for a parent, guardian, sibling or other person.</li> <li>• Is a primary (or main) carer (<i>see definition above</i>) who is coping well however the young carer does not get an opportunity to access activities?</li> <li>• Is a secondary carer (<i>see definition above</i>) who does not experience any significant problems as a consequence of their caring role?</li> </ul>	<p><b>Tier Three</b></p> <ul style="list-style-type: none"> <li>• Local Authority Statutory Young Carers assessment</li> <li>• Family assessment</li> <li>• Family activities</li> <li>• Signposting</li> <li>• Access to Counselling</li> </ul>

**Important note:** Due to the high demand for both family activities and young carers' activities, we are unable to state exactly how many activities per year a young carer will receive. Never the less we endeavour to offer as many as possible including access to groups.

This would be based on the level of support the young carer requires and what other support they are receiving from Action for Young Carers and outside agencies including school, however AYC will commit to ensuring each individual young carer accessing the service is provided with information in relation to any outside provision available for them to participate in.

If a family/Young Carer does not engage with the service within 3 months of being open the case will be closed and a letter of confirmation will be sent out to the family/Young Carer and referrer confirming this.

Times scales to access any of AYC services will depend on the availability of workers and priority of individual cases at that time of referral.

It is the aim of AYC with the appropriate support for young carers to move down the tier system as their situation improves, leading to withdrawal of our service when appropriate. Movement up and down the tier system may occur, dependant on the need of the young carer. AYC is highly unlikely to be able to eliminate a young carer's caring role completely. However, AYC aims to support the young carer to feel emotionally and physically well enough within themselves to be able to attend school and have 'me time'.

**Please note:** There may be some circumstances when a young carer does not meet the 'High Priority' criteria, but it is felt that they would substantially benefit from intensive individual support. In these circumstances, one to one support may be offered on a short term basis. This will be reviewed at the Project Manager's discretion.

If a young carer does not present a sufficiently high priority for any of these services, AYC will then feedback to the referrer alongside the young carer/family. AYC will at all times explain to families reasons why we are unable to offer support but will at the same time if possible offer information on other services that may be appropriate to meet the needs of the young person.

## **8. Further questions**

If you are still unsure about how to proceed or have further questions please contact our office.

For more information or an informal chat about the services offered by Actions for Young Carers contact us at:

Action for Young Carers  
Carers Federation Ltd  
Christopher Cargill House  
21-23 Pelham Road

Nottingham, NG5 1AP

Tel: 0115 962 9351 / 0115 962 9352

Website: [www.aycnottingham.co.uk](http://www.aycnottingham.co.uk)

E-mail: [r.lynch@carersfederation.co.uk](mailto:r.lynch@carersfederation.co.uk) or [r.smith@carersfederatiion.co.uk](mailto:r.smith@carersfederatiion.co.uk)

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