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No wrong doors: whole family approaches to improving support for young carers and parent carers

Chair: Claudia Brown, Co-chair, ADASS Carers Policy Group and Director of Adult Social Services, Brent Council

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No Wrong Doors – The context

Andy McGowan
Policy and Practice Manager

What is “No Wrong Doors”?

- “No Wrong Doors: working together to support young carers and their families” is a national template for a local memorandum of understanding between Children’s and Adult Social Services designed to improve joint working in relation to identification and support for young carers.
- It covers areas such as identification, assessment, transitions and information-sharing.
- It was first introduced in 2009, with the latest version published in 2015 following the Care Act 2014 and Children and Families Act which both require a whole-family approach in relation to young carers, and there are duties in the Care Act in relation to transitions

Why is “No Wrong Doors” needed?



Why is “No Wrong Doors” needed?

Centre Court at Wimbledon has a capacity of 14,979.

If you gave a ticket to every young carer caring for more than 50 hours per week, you would have 131 seats left...

(and over 3000 of those tickets would have gone to children aged 5 to 9...)

- It takes on average 3 years for a young carer to be identified. Main source of identification is schools and Children’s Services.
- APPG inquiry report has highlighted particular challenges faced by young adult carers and postcode lottery of support and access to Transitions Assessments.

Whole-family approach for Parent Carers

Contact Transitions Report (2020)

- 45% of parent carers said that no-one had taken their needs into account during transitions
- Only 20% of parent carers felt they were supported by practitioners

What could have gone better or was a particular challenge

Coordination between services, wanting someone to coordinate the process.

Information and guidance.

For the law, statutory guidance and best practice to be followed.

Gaps in services, availability of services that are suitable to the young person; and being discharged from a service with nothing else in its place.

Communication issues and other attitudes and behaviours from practitioners, in particular not being listened to.

Another issue which has come up is where access to support for parent carers has depended on level of need of the child, rather than the impact of caring on the parent carer

What does legislation and policy say?

- The Care Act 2014 and Children and Families Act 2014 both promote a “whole-family” “whole-system” approach to identification and support.
- Specific duties on local authorities in the Care Act 2014 in relation to transitions assessments for both young carers and parent carers.
- *“People should be considered in the context of their families and support networks, not just as isolated individuals with needs. **Local authorities should take into account the impact of an individual’s need on those who support them**”* **Care and Support statutory guidance**
- Must also consider young carer’s wellbeing, welfare, education and development; whether any of the caring responsibilities the young carer is undertaking are inappropriate. The Guidance stresses that young carers should not be left with inappropriate levels of caring.
- The **Care Act 2014** and **Children and Families Act 2014** enable local authorities to align assessment of a young carer with an assessment of an adult they care for
- The statutory guidance also specifies that adult services must identify children in the household, consider whether they are young carers and if so whether they are children in need.

How is “No Wrong Doors” working?

RAG	What it means	Percentage of councils
	Couldn't find any reference to No Wrong Doors, or specific reference about joint working between children's and adults; or document is more than 5 years out of date	82% (125)
	Documents out of date; some reference to joint working	11% (15)
	Specifically mentions No Wrong Doors/clear references/actions around joint working	7% (13)

Where do we go next?

- Carers Trust are leading a group updating the MoU and creating practice guidance
- Set to be launched at a webinar on **Thursday 29th February, 10am-12pm.**

We would really welcome feedback on the proposed content for the MoU and what would be useful by way of practice guidance

Where do we go next?

Proposed required signatories

1. Adult Social Care
2. Children's Social Care
3. Integrated Care Board

Areas the MoU will cover

1. Identification
2. Assessment
3. Information, advice and advocacy
4. Transitions
5. Information-sharing
6. Safeguarding
7. Putting intentions into action
8. Local partnerships

Note

- Local systems can have additional signatories (e.g. Mental Health Trust, Primary Care, Education, Drug and Alcohol services, Voluntary Sector)
- Local systems can also take the template MoU and use it for wider group of carers (e.g. parent carers, all-age carers) – so long as the elements relating to young carers are not lost
 - **Key question to remember**– What difference is it making in practice? How will you monitor this?

Policy into practice

- Reviewing whole-family approaches to assessments and support
- Information-sharing between children's, adult services and health
- Carer Awareness-raising for adult social care and ICB staff
- Reflecting needs of carers in ICB commissioning
- Reviewing and updating transitions assessment pathways
- Reviewing support offer for Young Adult Carers and Parent Carers
- Joint commissioning of young carer services
- All-age Carers Strategies
- Ensuring needs of young carers and "No Wrong Doors" included within Integrated Care Strategies



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“No Wrong Doors” – The perspective of a Young Adult Carer turned practitioner

Emma Saunders

Social Care Practitioner, Wiltshire Council;

APPG for Young Carers and Young Adult Carers Inquiry Co-Chair



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**‘No wrong door’:
a practice perspective**

**Sarah Jones, Director of Commissioning,
Partnerships and Resources (Children’s
Services), Norfolk County Council**



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*Our shared ambition is
that Norfolk is a place
where all children and
young people can
flourish*

family and friends

Children and young people are safe, connected and supported through positive relationships and networks

learning

Children and young people are achieving their full potential and developing skills which prepare them for life

oppportunity

Children and young people develop as well-rounded individuals through access to a wide range of opportunities which nurture their interests and talents

understood

Children and young people feel listened to, understood and part of decision-making processes

resilience

Children and young people have the confidence and skills to make their own decisions and take on life's challenges

individual

Children and young people are respected as individuals, confident in their own identity and appreciate and value their own and others' uniqueness

safe and secure

Children and young people are supported to understand risk and make safe decisions by the actions that adults and children and young people themselves take to keep them safe and secure

healthy

Children and young people have the support, knowledge and opportunity to lead their happiest and healthiest lives

Norfolk Young Carers.....

Putting our ambition into practice:

Norfolk Carers
Charter for
work,
education and
community.

Collaboration
between
carers services
(Carers Hub)

3rd best LA
for primary
and 7th for
secondary YC
identification

Joint protocol
between
Children &
Adult's
services

Norfolk
Caring
Together
Carer Friendly
Tick Award
status.

Co-production
and promotion
with young
carers



Identifying Young Carers

In addition to the collaboration between adult & children's services identifying young carers, there really is no wrong door:



- **Awareness raising programme** developed by young carers forum.
- **Curriculum resource** packs for education providers.
- Provides **standards** for education, health, communicates and employers for the support they provide to carers.

- Family Hub workforce asking **curious questions to identify need**, inc young carers.
- Takes a **'think family'** approach to identify the needs of whole families.
- The opportunity to **call-in statutory assessment** from local authority .

- A **non-statutory access** point for all carers (parent carers, young carers, carers for adults).
- Delivers our commissioned **support service for carers**.
- The opportunity to **call-in statutory assessment** from local authority .

- A collaboration facilitated by our district councils, that brings **local services together** to respond to resident's needs.
- The opportunity to **call-in services family hubs, & carers matters**. Including the request for a young carers assessment.



Supporting disabled parents....

Why & how we do this

- The “**whole family approach**” section of the **Care and Support Statutory Guidance** (6.65- 6.73) places a responsibility on the Local Authority to identify how an adult’s care and support needs impact on their family and to also recognise child carers.
- ‘**Carrying out any caring responsibilities the adult has for a child**’ is an **eligibility outcome in the Care Act** and so consideration must be given to this where a person with care and support needs is identified as a parent / guardian’



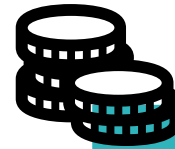
Identify

Request for **Young Carer or Care Act Assessment** from either Children’s or Adult Services



Assessment

Joint Assessment: Children’s focus on Young Carers & parenting support. Adults focus upon care & support plan.



Resource

Adults provide indicative budget; Children’s provide the **funding** that is focused on **parenting support.**

Transition Assessment....

- Responds to **Chapter 16 of the statutory guidance** on the Care Act 2014 sets out the requirements of a transition assessment.
- County young carers forum **co-produced** the first Transition Assessment and Plan called '**My TAP**' to support young people by the age of 14 be made aware of and access support in their transition into young adulthood from 18+.
- Compliments any assessment at the time (Early Help, Social Work, Carers) that focuses upon **education, training & employment; health & well-being; social life, interests & activities.**



Co-produced and awarded the together, you said, we did quality mark.



Supporting parent carers....

- Learning from pandemic highlighted that support for parent carers was limited & reliant on delivery through statutory processes.
- Co-produced proposal for how parent carers could be supported within an agreed framework and improved support offer.
- New pilot service commissioned focused upon 1:1 support, group support, and assessment for parent carers without involvement of statutory services.
- Focus upon carer coverage for young carers, parent carers, adult carers including transitions and whole family practice.

Parent Carer Service



We can help in lots of ways:

- Help and advice or a listening ear.
- Help to understand the different services that offer support and connect you to them.
- Provide practical help, for example, responding to letters, understanding reports, or filling in forms.
- Support to look at things you can access such as benefits, grants, flexible working etc.
- Work through decisions about school or education.
- Provide a link to professionals you may need to work with.
- Support you to speak up for yourself or your child.



Thanks for letting us share with you!

For further information on Norfolk's approach to supporting Young Carers contact:

Philip Beck - Head of Service & lead for young carers
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Case Study

Leeds young carers and a city-wide partner approach

Sophie Parker – Leeds Young Carers Support Service Manager

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Amanda Bradley – Operational Lead for young carers / Cluster Lead – Leeds Local Authority

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Building
stronger
families

Young Carers in Leeds



2019 Young Carers Working Group established

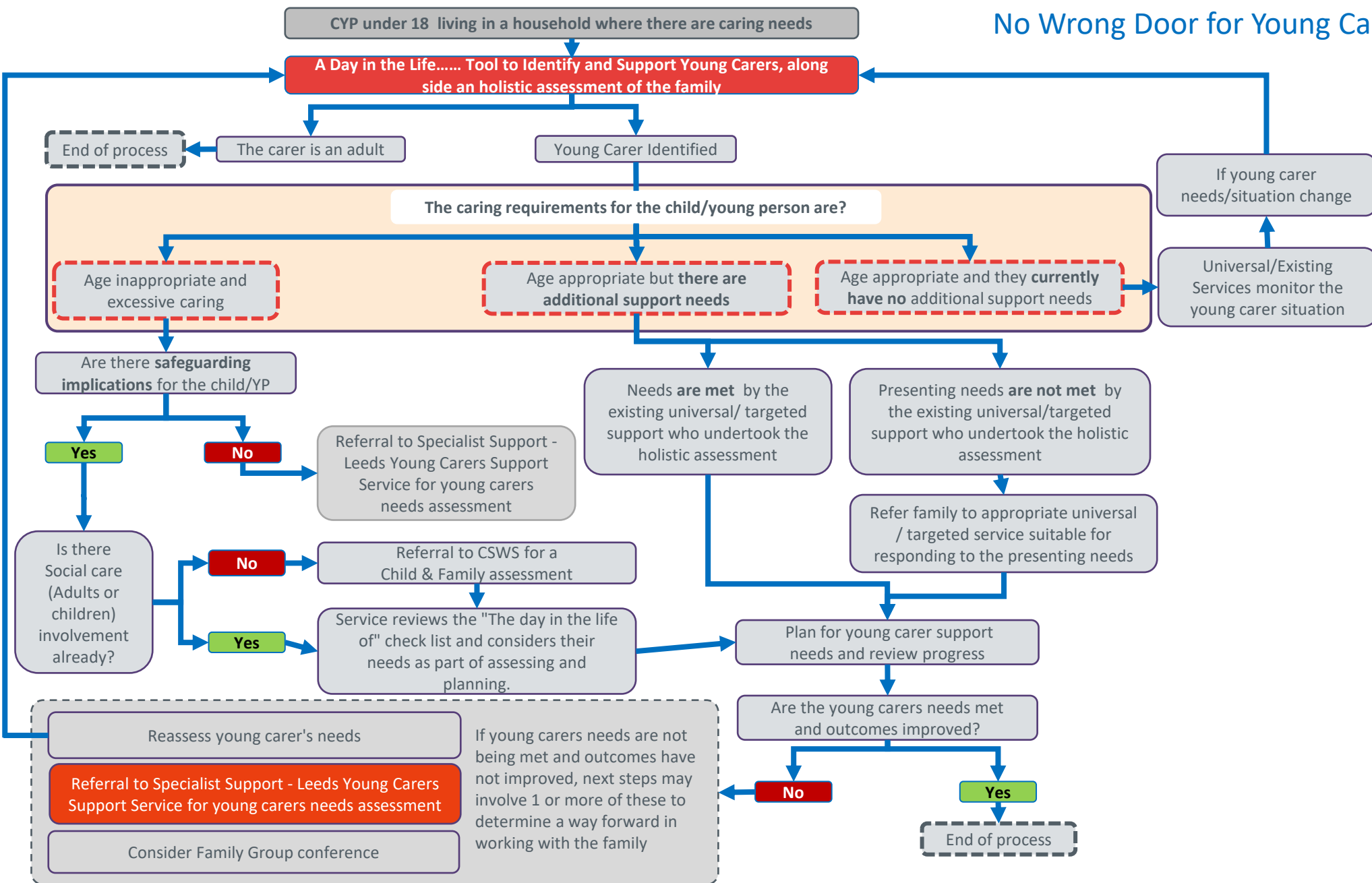
MOU signed off by Adults, Childrens, Health

Previous charity commissioned – resilience based approach

Family Action commissioned April 2020

No wrong doors pathway and Brief assessment tool launched Nov 2022





Responsibilities for identifying and supporting young carers are placed on the local authority as a whole. These responsibilities are set out in the Children’s Act 1989 (as amended by the Children and Families Act 2014) and under the Care Act 2014. Section 96 of the Children and Families Act 2014 introduces new rights for young carers to ensure young carers and their families are identified and their needs for support are assessed.

From April 2015 all young carers will be entitled to an assessment of their needs from the local authority. This new provision works alongside measures in the Care Act 2014 for transition assessment for young carers as they approach adulthood, and for assessing adults to enable a “whole family approach” to providing assessment and support.

These obligations further explained in The Young Carers (Needs Assessments) Regulations 2015 and in Guidance related to both of these Acts and “Working Together to Safeguard Children” (DfE – 2015).





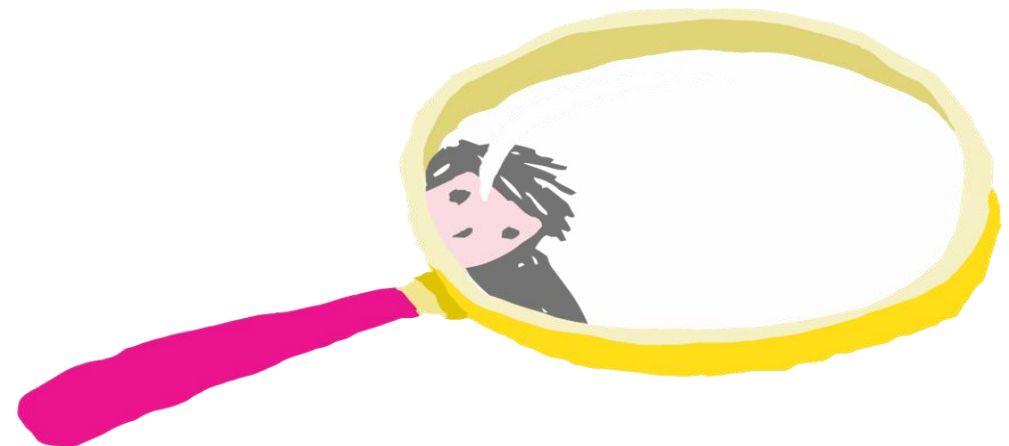
Strengths

- Working Group
- Alignment of early help and young carers as “everyone’s business”
- System changes
- Practice Development and WAYCFL
- Less duplication / maximise TAF



Challenges

- Confidence of workforce
- Size of the city
- Multiple systems / forms of assessment
- Not one referral pathway for young carers
- Identification of young carers





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Thank you - Any questions?

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Further Reading

- [The Care Act and whole family approaches](#)
- [The current "No Wrong Doors" MoU](#)
- [Care and support statutory guidance](#)
- [SCIE - Adult carer transition in practice under the Care Act 2014](#)
- [Contact's report on Transitions for Parent Carers](#)
- [The Children's Society report on transitions assessments for Young Adult Carers](#)
- [APPG for Young Carers and Young Adult Carers Inquiry report](#)