



Supporting Young Carers: Evaluation of the Hampshire Young Carers Alliance (HYCA) Collaboration - Value for money

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Executive Summary

This report provides a first overview of the value for money of the HYCA collaboration and its services for young carers and their families.

Using findings from the previous evaluation reports of HYCA, the report draws together the different impacts that HYCA services were found to bring about, and the different features of the collaboration and the individual young carer projects, that bring particular value to its overall service.

Analysis of the content from the previous evaluation reports of the Hampshire Young Carers Alliance (HYCA) collaboration (2016-2019) was undertaken by extracting the findings related to the following two themes:

- the different impacts that HYCA services were found to bring about
- the different features of the HYCA collaboration (and the individual projects) that bring value to the overall services provided for young carers and their families.

Positive outcomes

The wide range of positive impacts that HYCA brings about demonstrates that HYCA does bring value. Positive outcomes are achieved for young carers, their families, the individual projects themselves and for other local services. Furthermore, HYCA brings about positive outcomes at a county-wide level through the development of practice and policy, through raising the awareness of young carers and by capturing the voice of young carers and providing a platform for it.

Value brought by HYCA and the projects

The HYCA collaboration and the individual services, bring 'added value' in the form of knowledge, skills and experience. This comes at an individual level from staff and from volunteers, as well as a corporate level with HYCA having significant collective experience of working with young carers and families.

HYCA and individual projects benefit from being third sector organisations. This comes from a 'positive public perception' and 'in-kind' support from local businesses, being able to fundraise locally as well as being able to apply for a range of funding for their services and for young carers and families. Some of the projects benefit further from additional support from the wider organisations they are part of and can draw on expertise and support with their funding. Volunteers also markedly increase the value of projects by bringing skills and increasing their capacity.

The value of HYCA is further increased through its collaborative work. This includes sharing practice and resources, mutual support and running collaborative activities. The centralised funding function that has been established and the joint

database which provides a rich source of data about young carers and families across the county further increase the value of the collaboration.

This report is important as it highlights the diverse range of positive impacts that HYCA projects bring about and therefore demonstrates that HYCA is making a valuable contribution across different domains. It also demonstrates the value that comes from the collaborative approach and from the individual projects. This is helpful for commissioners and funders and for HYCA itself when developing their services and communicating the value of what it does. Since the HYCA projects could be described as being typical of young carer services in the UK, this report has wider relevance to other projects supporting young carers and those working together collaboratively or considering doing so.

The findings in this report highlight the potential for HYCA to further increase the value of its service. This could be achieved by further developing collaborative working and by focussing on the development of those interventions that have the greatest impact.

Some of the positive impacts that HYCA brings about might be easily overlooked, for example, supporting families by initiating further support. It is important therefore that this vital contribution by projects (which is in line with current policy and legislation that supports young carers) is monitored and appropriately recognised.

Future research could focus on the value of HYCA in relation to the prevention of specific negative outcomes, (e.g. poor mental health outcomes) as well as using longitudinal studies and research involving former young carers to explore the long-term value of services brought about by improving outcomes for young carers and their families.

This report provides an initial overview of the value for money of the HYCA collaboration. The value demonstrated within this report will be helpful to HYCA, when developing its services, and to local commissioners and funders. These findings are also relevant to others commissioning, funding or developing services for young carers and families.

Further recommendations are provided in the Appendices.

List of acronyms

HYCA	Hampshire Young Carers Alliance
HCC	Hampshire County Council
WRAP	Wellness Recovery Action Programme
YC	Young Carer
YCAG	Young Carer Action Group a participatory group for young carers set up by projects

Introduction

Background

The Hampshire Young Carers Alliance (HYCA)

The Hampshire Young Carers Alliance (HYCA) is an alliance of ten young carer services or 'projects' within Hampshire, with the common aim of supporting young carers within the county (See Appendix A). One service is part of a national charity, four are local young carer specific charities and the other services form part of other local charities with broader remits.

Originally composed of five young carer projects, the Alliance was formed around 2005 in order for the individual services to work closer together, share good practice and resources, to develop a single county-wide voice, and to advocate and campaign for young carers within the county.

HYCA services are currently funded by a broad range of funding streams, including funding from the local authority. Historically, the services have had different capacities and have worked in varying ways to meet the local needs of young carers. As has taken place nationally over the last ten to fifteen years, some of the HYCA young carer services have complemented the respite activities, clubs and trips that they had generally offered (and that are common to most young carer services), with schools work and a 'whole family approach' to supporting young carers and their families. For some of the HYCA services, this has included employing specific staff to work with families and other staff to provide targeted work in schools.

Between 2011 and 2014, HYCA received funding from the Big Lottery 'Youth in Focus' (YiF) grant for a pilot county-wide project. At the time, only seven of the HYCA services were in a position to join this 'Hampshire Young Carers (HYC)' project. This pilot project employed seven 'Schools Workers' and five 'Family Workers' within the seven funded areas and delivered support to over 1300 young carers and their families. During this period HYCA also developed and advanced what it describes as a **'3-pronged support model'**, with its services offering respite activities, family support and support for young carers in schools.

Current provision of HYCA services

HYCA services are currently in contact with 1596 young carers across Hampshire. They are actively providing support to 1109 young carers, including 570 within schools.¹ Services cover both rural and urban areas, with more urban areas

¹ These figures are the most accurate figures that could be currently provided by HYCA .from the database in October 2018. Figures used do not necessarily reflect variations in how individual HYCA services define and record support for young carers

covered by services such as Basingstoke, Fareham and Gosport and Havant and more rural areas covered by the New Forest and Romsey.

Big Lottery Funding 2016 – 2019

In 2016 HYCA was awarded additional funding from The Big Lottery in order to roll out and further embed the '3-pronged' support model across *each* of the ten districts within the county where the HYCA services operated and to bring about a more consistent county-wide service. HYCA aimed to achieve this enhanced and consistent service by further developing and strengthening its collaborative working and through sharing resources, such as a new shared database, whilst still maintaining the support delivered by the individual HYCA services that targeted local needs.

The evaluation and aims

Using an allocation of The Big Lottery funding, HYCA commissioned the University of Winchester to undertake an independent evaluation of the work of the Alliance over the three year period from September 2016 to August 2019. The evaluation presented HYCA with an opportunity to explore their service delivery and how the individual services worked together as an alliance. The evaluation had several aims including evaluating the impact that the HYCA collaboration has made to young carers and families, the impact of the collaborative approach, an evaluation of value for money and of the progress made towards sustainability.

The aim of this part of the evaluation was to focus on the **value for money of the collaboration**.

This report should be read alongside the initial evaluation report, the second report on sustainability and the report on the collaborative approach (Phelps, 2017a; Phelps, 2019a, Phelps, 2019b).

Methodological Approach

Analysis of the content from the previous evaluation reports of the Hampshire Young Carers Alliance (HYCA) collaboration (2016-2019) was undertaken by extracting the findings related to the following two themes:

- the different impacts that HYCA services were found to bring about
- the different features of the HYCA collaboration (and the individual projects) that bring value to the overall services provided for young carers and their families.

The following search terms were also used to search for relevant findings:

- Impact
- Outcome
- Value

- Cost
- Cost effective
- Volunteer

In addition, data from the HYCA annual audit has also been used and specific information was requested from projects about the number of volunteers and the average time worked by volunteers.

The impact of the HYCA collaboration

When assessing the value for money of the HYCA collaboration it is important to firstly consider **each area** that the collaboration has an impact on:

The evaluation has highlighted that the HYCA collaboration has an impact on the following areas:

- Young carers
- Families
- The individual projects
- Wider impacts across Hampshire:
 - Young carers' policy and development
 - Schools and other services
 - The awareness of professionals and the general public
 - Capturing the voice of young carers

Young carers

The HYCA collaboration impacts primarily on young carers themselves. These positive outcomes brought about by the projects are diverse and manifold, and are set out fully in the initial evaluation report (Phelps, 2017a).

Outcomes for young carers include:

- Helping young carers relax and reduce their stress
- Improving how young carers feel
- Helping young carers feel more confident
- Helping young carers make friends
- Enabling young carers to gain understanding and new perspectives about their situation and themselves as carers
- Helping young carers develop social skills
- Helping bring about improvements in school for young carers

The HYCA projects use a preventative support approach. They aim to intervene early with young carers in order to prevent negative health, wellbeing and educational outcomes and before the needs of young carers and families escalate.

'So for young carers [the service] to go in, the project to go in and work with that family and put in those strategies to support the family and to enable them, then that stops them reaching that safeguarding level of level 4. So it is a safeguarding, but it hasn't yet peaked to that level 4 to need a social worker involved.'
(Professional)

Activities

Young carers were able to access activities since HYCA activities were either free, or were offered at a minimal cost.

'Because a lot of the families that we deal with might not have the funding, so it's important that they can, to give them that break away, because some families don't do anything with their children on the weekend, so this might be the only opportunity to have activities and trips away.'
(Professional)

'And I also, the activities on sort of holidays and things like that, it's new because well, we don't have much of an income at home and some of the free activities give a chance to do things that we wouldn't normally get to do.'
(Young carer)

The number of young carers actively supported by HYCA projects in October 2018 was **1109**.²

The total HYCA budget (April 2018 - March 2019) was **£964 998**.³

The average cost of supporting a young carer and their family by one of the HYCA projects was **£870** for the year 2018-2019.

This figure however is calculated using the sum of the budget figures for each individual project. This is an average figure and does not reflect the varying levels of engagement by young carers (such as those only supported in school). This figure would be lower per young carer if the costs involved in the broader support for young carers and their families across the county were deducted from the budgets. This broader support includes raising awareness and understanding about young carers and developing policy and practice, which is likely to benefit young carers and families in the future.

Families

The HYCA collaboration also impacts the families of young carers in a number of different ways and these are described in the initial evaluation report (Phelps (2017a),

² Audit carried in October 2018.

³ Taken from the audit carried in October 2018.

Outcomes for families include:

- Initiating support from other services
- Helping parents feel better (happier; reassured) because their child is receiving support
- Improving family relations
- Helping families have fun together
- Enabling parents to know there is support for them to turn to

As with the young carers, the support for parents such as the parent WRAP groups, the coffee mornings that are offered by some services, and the referrals and signposting that services make to other support services, are *preventative* in nature.

The individual projects

All of the partners reported that the collaboration was beneficial to their individual projects, and although some negative impacts of the collaboration were reported, staff maintained that being part of the collaboration was in general something positive.

Individual projects benefited from the collaboration in a variety of ways. Staff reported that their projects benefitted from:

- Sharing experience, knowledge and ideas
- Sharing resources
- Taking part in joint activities
- Mutual support from HYCA colleagues

Working together as a collaboration and working with Hampshire County Council (HCC) has also led to increased opportunities and platforms for raising the profile of the projects and raising awareness of young carers with stakeholders across the county. The HCC YC eNewsletter for example, and the HYCA website and Twitter account, (@HANTS_YCs) provide additional channels for promoting what the projects do.

Wider impacts across Hampshire

Young carers' policy and development throughout Hampshire

Through its participation in the HCC Young carers' Operational Group, HYCA plays an important role in the development of policy and practice across the county. This was acknowledged by both HYCA staff and by the HCC Operational Lead.

Experience from the field

HYCA are able to bring 'experience from the field' as well as the views of young carers who they support, which are both vital in helping to shape policy and practice for young carers. Projects are ideally placed to hear from parents as well. They have frequent interactions with parents through informal chats, at coffee meetings and through the parent WRAP group for example, that the Winchester project is now running.

Assessment and monitoring work

From its assessment and monitoring work, and as a result of a common database, HYCA is able to provide HCC with rich data on young carers from across the county. This was recognised positively by the HCC Operational Lead and is important in enabling the county council to develop a county-wide picture of young carers.

Impact on other services

Whole family approach

A range of different support for families had been initiated by HYCA from other services. Support for families had been triggered for example, from adult's and children's social care, local housing associations and services providing parenting courses. In this way HYCA is having a direct impact on the work and of other services locally and across the county.

By collaborative and complementary working

HYCA projects work collaboratively with other local services, including schools, throughout the county. Professionals from these services appreciated the fact that HYCA increased the collective resource of an area, supplemented the capacity of their own service, as well as the added value that projects brought to their own service with their specialist skills, experience, and knowledge about young carers.

'I think, certainly this school would do everything they could to still have the one-to-one support and still have the drop-in, but our capacity to do that would be incredibly limited without the young carers project and without [name withheld]. We certainly wouldn't have the extensive knowledge of families that [name withheld] has and [name withheld] and the team has, because there probably wouldn't be a forum in which we'd be able to gather that information in a way that they [young carers] felt safe or happy to share.'
(School professional)

A 'catalyst to support'

Furthermore, HYCA complements the work of other services by improving the engagement of young carers and families with those services. In this way it acts as a 'catalyst to support'. By working with partners, HYCA is therefore increasing the effectiveness (and therefore value) of those services too.

'I do home visits in my role anyway, but [name withheld] [the Young Carers School Support Worker] and I will link up if we think it's valuable for families to have somebody from school and have [the young carer worker] and it's quite nice if families haven't engaged with us up until that point and they have a good relationship with [the young carer worker] for [them] to do a bit of a 'warm introduction' and families to know and put a name to a face of someone who they can talk to in school.'
(School professional)

The awareness of professionals and the general public

HYCA also plays a championing, or ambassadorial role for young carers across the county. Through its own conference, by presenting at other conferences, and through other activities, (such as work with the YCAG) HYCA raises the awareness with professionals and the general public of who young carers are, of their needs, and of the support available to them.

Capturing and supporting the voice of young carers

HYCA, through the relationships it has built up with young carers and families, and through its service delivery, (including formal and informal assessments, activity evaluations and the Young Carers Action Group) is able to capture and promote the views and opinions of young carers and families.

The individual HYCA projects: Value

There are many areas where HYCA projects demonstrate value for money:

Volunteers and trustees

HYCA services benefit significantly from the volunteers and trustees who work for them. In total 127 volunteers were identified from nine of the projects.⁴

Volunteers bring a variety of different skills and support to the projects, including; driving young carers, supporting young carers at clubs and activities, helping to cook and provide refreshments for young carers, and supporting with fundraising activities. Some volunteers also supported with focussed support programmes, such as playing a co-facilitation role for the Young Carer Exploration Programme run by the Winchester project.

Moreover, volunteers importantly increase the capacity of projects to provide a 'human element'. As well as allowing more '*quality time for staff to talk to both parents and young carers*', volunteers were also available for young carers and their parents to talk with.

'And I've got volunteers who can give their time to a family, and so I think it's that more human element rather than belonging to an institution.'
(HYCA staff)

Similarly, HYCA projects benefit from Trustees who also provide their time for free and bring their expertise and experience to the organisations.

Half the projects were now building, or developing their volunteer base, and looking to strategically bring in volunteers with expertise, as well as (for one

⁴ Sourced from an email request to the HYCA projects (June 2019).

project) looking at recruiting volunteers to replace staff, with sustainability in mind.

Volunteers: value for HYCA (See Appendix 3)

The total number of volunteers = 127 (across 9 projects)

The average number of hours worked per volunteer per year= 84

This is a total number of volunteer hours per year of 10623

This equates to a total value to HYCA of £ 87215 per year provided by volunteers based on the National Living Wage for those aged 25 and over is £8.21 (HM Government, (n.d.).

Skills, knowledge and experience

The HYCA services bring a specialised knowledge of young carers and their needs. As a collaboration they have a huge amount of experience of working with this group.

'The skill set of those people, the length of time that they've been doing the role that they've been doing, the understanding what's the children's needs. Yeah, it's the individuals themselves that make the service what it is and it's the loyalty and how they are, you know, willing to go beyond, to meet, to support the child.'

(Professional)

Value from being a third sector organisation

Drawing in additional funding

As third sector organisations, the HYCA projects benefit from added value in a variety of ways. Firstly, they benefit significantly from the additional capacity of volunteers and trustees as discussed above. Secondly, some of the projects benefit from a 'positive public perception' and 'in-kind' support from local businesses, which was one area that some services were looking to develop further. Thirdly, projects are able to fundraise locally and apply for funding to delivery their services, Furthermore, in a few cases, projects had been successful in drawing in additional funding for young carers. For example, one project had been successful in accessing £350 for a family they were supporting (although this had required considerable work by the project). Other projects had also been successful in facilitating the use of the Pupil Premium (HM Government, 2018) to support young carers with school trips.

Additional support from 'umbrella charities'

Some of the projects that are governed by larger charities are able to access additional support through those charities, for example by drawing on expertise and support from the charity's central fundraising team.

The collaboration and collaborative working: Value

By working as a collaborative HYCA demonstrates added value to the services it provides:

Collaborative activities and resources

There are several areas of practice where the collaborative work of the HYCA collaboration is bringing added value. These include sharing resources, (such as promotional materials, the HYCA website and common forms that are used by projects), running joint activities for young carers (e.g. WRAP and the Young Carers Action Group (YCAG)), joint training (e.g. for WRAP and the database) and the joint evaluation of HYCA.

The database

Administering the joint database however is a key area of collaboration that brings added value to HYCA. This brings a rich source of data not only about young carers and families within each area, but an overview of young carers across the county. This is not only valuable to projects and to HYCA as a collaboration, but is also valuable to the county council to support their strategic planning.

Collaborative and centralised funding function

HYCA has taken the decision to centralise the funding function and has started to fund a member of staff to lead on funding bids for the collaboration.

Sharing practice and mutual support

HYCA projects also benefit from sharing practice, ideas and receiving mutual support from each other, as discussed above.

Discussion

This part of the evaluation aimed to evaluate the value for money of the HYCA collaboration and its services for young carers and their families.

This report **highlights a wide range of positive impacts** that HYCA brings about and which attest to the value of HYCA. These include positive outcomes for young carers, their families, the individual projects themselves and for other local services. HYCA also brings about positive outcomes at a county-wide level through the development of practice and policy, though raising the awareness of young carers and by capturing the voice of young carers and providing a platform for it.

Some of the positive impacts that HYCA brings about might however be easily overlooked, for example, supporting families by initiating further support. This important contribution that HYCA services make needs to be considered when evaluating the value for money. As (Phelps, 2012, p. 42) states, "Even limited interventions, such as timely and appropriate referrals to other agencies, will indicate value from a service across the piece." This is *especially* true when it comes to supporting young carers, since referrals to other services that trigger support for the family are crucial in decreasing the level of caring for young carers. For example, one referral to adult services at an early and appropriate point, has the potential to significantly improve the situation for a young carer. It is important therefore that this vital contribution by projects (which is in line with current policy and legislation that supports young carers) is monitored and appropriately recognised.

The assessment and monitoring work undertaken by HYCA, and the capturing of data on the joint database, is also highly valuable and is supportive in enabling the local authority to fulfil its duty established by the Children and Families Act (2014) to 'take reasonable steps to identify the extent to which there are young carers within their area who have needs for support' (HM Government. (2014).

By providing respite opportunities, emotional support, schools work and support programmes, HYCA is taking a preventative approach. With respect to value for money, this preventative approach to supporting young carers (and families) is extremely important, and is likely to prevent escalation of needs and future costs across other services including health, mental health, social care services and education.

Capturing the voice of young carers (their views, opinions and experience) is vital and has become an expectation in developing policy and practice (Phelps, (2017b). So too is the awareness raising activity carried out by HYCA which helps to establish a culture, and develop a workforce, which together are likely to improve identification and self-identification of children with caring responsibilities.

Value to young carers and families

In a report considering value for money, it should be noted that from the perspective of young carers and families, the services provided by HYCA would appear to be excellent value since young carers are able to access these activities for free or at a minimal cost. Moreover, the low costs for accessing the activities enable young carers to participate in activities and to experience things which some young carers may not be able to access in normal circumstances due to financial constraints, since according to The Children's Society (2013) the average annual income for families with a young carer is £5000 less than families without a young carer.

Added value

The report also sets out several key things that HYCA and the individual services 'bring to the table' and which could be described as 'added value'. It is important to recognise the knowledge and skills of staff (and the corporate experience of the collaboration) in determining the value that HYCA provides. These are clearly valued by young carers and parents, but particularly by professionals. Secondly, there are the benefits from being third sector organisations and from working together collaboratively. Thirdly there are the significant and varied contributions made by volunteers who increase the capacity of the projects and who bring skills and experience themselves.

Although acknowledging that "the funding environment is increasingly competitive, and funders are actively looking for evidence of outcomes" (Whitley, 2017, p.14), no attempt has been made to undertake a cost-benefit analysis or monetise the value of HYCA services (or frame its value in terms of social return on investment (SROI), (e.g., Whitley, 2017). One reason is that such an exercise for a single service is complex enough and relies on significant assumptions, however with ten separate projects with substantial variations in service delivery, along with such a wide range of potential outcomes, the author believes that this complexity does not justify this approach.

Furthermore, the author believes that although it is important to understand the value of services in order to make necessary economic judgements between different potential service models, a cautionary approach should be taken with a cost-benefit analysis and social return on investment for services involving young carers. Using such an approach to inform comparisons of service models is understandable however, unlike with adult carers, where there has been a focus on the economic value of the contribution made by carers to the public purse, (e.g. ADASS, 2015), for young carers, a rights based approach to policy should remain paramount.

This report therefore highlights the impacts brought about by HYCA and its services, as well as the added value it brings, in order for others (especially funders and commissioners) to use their experience to judge its overall value and the value of its different components.

A further perspective when considering the value of HYCA, may be to consider the potential impacts if these services did not exist (See Appendix 1). Since the projects support young carers and families in diverse ways, this might result in multiple negative impacts were the young carer services not to exist.

One professional reflected that if the young carer service were not to exist, then this would leave a 'huge' gap in support for children.

'I think it would be very difficult, well I mean there are...we wouldn't be able to provide the services that they, that they provide, so I think it would be a real shame.'

(Professional)

Despite not taking a cost-benefit analysis / SROI approach, studies using these approaches have led others to report varying levels of cost-benefit being achieved by services supporting young carers, ranging from £1.77 to £8.69 for every £1 invested (See Appendix 2). Most recently, the return on investment for the young carer service in Sheffield was reported to be between £1.42 and £1.90, for every £1 invested (Whitley, 2017).

HYCA projects, despite variations in their service delivery, could all be described as all being 'typical young carer services' and therefore similar to the Sheffield service. They all ascribe to an early intervention approach (including respite activities, family support and support for young carers in schools) that aims to prevent negative outcomes for young carers and families and their resulting costs,

Considering the positive outcomes that HYCA is bringing about for young carers and their families and the average cost of £870 for supporting a young carer and their family, it is apparent how HYCA could easily be seen to be making savings to the public purse, especially when the average total cost of case management processes over a six month period for a child in need is **£1626**, and the cost per Common Assessment Framework (CAF) over a six month period is **£1650** (New Economy, 2015).

Furthermore, considering research has shown that caring can have long-term negative impacts on young carers (e.g., Becker & Becker, 2008), impacting on their education, employment and life chances, it is easy to imagine that where HYCA projects (and other young carer services) are able to play a role in preventing these, more significant cost savings could be made.

A limitation of this evaluation is that it explored and found positive outcomes for young carers and families being supported by HYCA, but did not explore whether negative outcomes were being *prevented*. Further understanding of the value of HYCA and other young carer services would benefit greatly from exploring explicitly whether projects are preventing specific negative outcomes in health (particularly mental health) and education.

This report is important as it highlights the diverse range of positive impacts that HYCA projects bring about as well as setting out how projects bring added value. This is helpful for commissioners and funders who are required to make significant decisions about services for young carers and their families. It is also helpful for HYCA itself and similar services supporting young carers, in order to evaluate and develop their service and to communicate its value.

In order to understand better the long-term value of services in relation to outcomes for young carers, more longitudinal studies would be helpful, as would research involving former young carers who have been supported by services.

There is potential for HYCA to further increase its value for money. Firstly this could be achieved by **developing its collaborative approach further**, for example by developing the centralised funding function and using the capabilities of the database in a more strategic way. Furthermore, by piloting new interventions with one of the projects before rolling it out across all ten services, this may help ensure the suitability and sustainability of new interventions and therefore reduce wasted investment.

Secondly, increased value can be achieved by focussing on and developing those interventions that have the greatest impact. In order to achieve this, it is important for HYCA to have clarity about the impact it is having and the outcomes it is achieving. It would be helpful for example for HYCA to improve its monitoring and evaluation of how it facilitates support for parents and other family members.

A final recommendation would be for HYCA and other similar services supporting young carers to **recognise** and be clear about the positive outcomes they bring about as well as how the collaboration brings **added value**. With further clarity, they will be better able to communicate these more clearly with stakeholders and funders.

Conclusions

This part of the evaluation aimed to evaluate the value for money of the HYCA collaboration and its services for young carers and their families.

The wide range of positive impacts that HYCA brings about demonstrates that HYCA does bring value. Positive outcomes are achieved for young carers, their families, the individual projects themselves and for other local services. HYCA also brings about positive outcomes at a county-wide level through the development of practice and policy, through raising the awareness of young carers, and by capturing the voice of young carers and providing a platform for it.

In addition, it was found that the HYCA collaboration and the individual services, bring 'added value' in the form of knowledge and skills of staff, a corporate experience of working with young carers and benefits from being third sector organisations. Volunteers also markedly increase the value of the projects by bringing further skills and increasing the capacity of projects. The value of HYCA is further increased through the collaborative work it is undertaking.

This report is important as it highlights the diverse range of positive impacts that HYCA projects bring about and the value that comes from the collaboration and the individual projects. This is helpful for commissioners and funders and for HYCA itself when developing their services and communicating the value of what it does. Since the HYCA projects could be described as being typical of young carer services in the UK, this report has wider relevance to other projects supporting young carers and those working together collaboratively or considering doing so.

The collaborative working clearly increases the value for money for HYCA, however there is potential to add further value by developing this collaborative approach further and by focussing on and developing those interventions that have the greatest impact on young carers and their families.

Future research could focus on the value of HYCA in relation to the prevention of specific negative outcomes, (e.g. poor mental health outcomes) as well as using longitudinal studies and research involving former young carers to explore the long-term value of services brought about by improving outcomes for young carers and their families.

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Appendices

Appendix 1: What would be the impact if current or proposed services did not exist?

Having considered the benefits and outcomes of local service provision for young carers and their families, it is useful to analyse what the impact might be without such provision. If young carers were not identified and supported, consider the impact on the following:

- Crisis and safeguarding work.
- Young carers' mental health, isolation, school attendance and bullying.
- Young carers becoming NEET.
- Referrals of young carers and families to health, social care or other services.
- The number of preventative referrals to wider services (for example, to parenting support, which would impact on subsequent services).
- The increased need for support from other agencies due to stress on families.
- The local workforce development with respect to young carers (Phelps, 2012).

Appendix 2: Cost-benefit analysis or social return on investment

Studies using cost-benefit analysis or social return on investment to determine a value for services for young carers:

- The Young Carers Pathfinders Programme run by the Department for Education, saved on average £1.89 for every £1 spent as a result of intervening early, and avoiding the costs associated with negative outcomes and further support (Kendall et al., 2011).
- A study found that for every £1 Carers Trust invested in Time for Change, providing effective young adult carer support, a saving of £1.77 to the state is created (NEF Consulting, 2016).
- The SROI reported for the service was £8.69 for every £1 of investment (The YSS Worcestershire Young Carers' Project, 2016).
- Research commissioned by The (former) Princess Royal Trust for Carers and Crossroads Care highlighted that for every £1 invested in a young carers service (specifically, targeting interventions on young carers affected by parental substance misuse and parental mental ill-health), the saving to the Exchequer and wider society as a whole is £6.72 (Crossroads Care, The Princess Royal Trust for Carers, 2008).

Appendix 3: HYCA project volunteers

	Number of volunteers	Average number of hours per volunteer per year (Estimated if necessary)	Total Hours (Estimated if necessary)	Value at minimum wage of £8.21
Andover Young Carers Project	28	83	2314	18998
Basingstoke Young Carers Project	7	288	2016	16551
Eastleigh Young Carers Project	8	76	608	4992
East Hampshire Young Carers Project	20	28	560	4598
Fareham & Gosport Young Carers Project	0	0	0	0
Hart & Rushmoor Young Carers	11	173	1900	15599
Havant Young Carers Project	4	71	284	2332
New Forest Young Carers Project	7	25	175	1437
Romsey Young Carers Project	18	15	270	2217
Winchester Young Carers Project	24	104	2496	20492
Total	127	862	10623	87215

Appendix 4: Recommendations to enhance added value

Please read these recommendations alongside the recommendations from the other HYCA evaluation reports.

Increasing value for money by focussing on and developing those interventions that have the greatest impact.

- An overachieving recommendation would be for HYCA **to recognise** and be clear about the **positive outcomes** they bring about, as well as the specific areas of practice of the collaboration **that bring added value** to its services. Once these are recognised with clarity then HYCA and other similar services supporting young carers can **communicate** these clearly to stakeholders and funders.

Increasing value for money by further developing the collaborative approach

Collaborative approach to volunteer recruitment and training

- Continue to develop volunteering for projects. Learn from other projects
- Consider centralising volunteer recruitment
- Consider joint training of volunteers

'The volunteers need to have undergone training around the basics about safeguarding, confidentiality, have an understanding of young carers and their needs and the impacts that caring might have. And once you've got that, then you've got the basics of a, of a good support group.'

(Staff)

- Seek volunteers with specific skills and experience

Collaborative approach to funding

- Consider establishing a centralised HYCA funding strategy and funding team
- Consider what further administration functions could be centralised
- Identify potential duplication of service by other agencies (e.g. with the assessment process carried out by the Family Support Services (FSS) and the statutory young carers' assessment (under the Children Act 1989 and the Care Act 2014)

Collaborative approach to raising awareness

- Consider developing further ways of collaboratively raising awareness of young carers across the county
 - Share awareness raising resources
- Develop a more strategic and systematic approach (perhaps with HCC) to raise awareness of young carers, promoting the services and raise understanding about eligibility and referral processes:

Collaborative approach to cost effectiveness

- Continue to identify ways to improve cost-effectiveness and share information on activities for example.
- Consider what could be purchased in bulk as a collaborative (e.g. joint activities, training, resources and equipment, contracts e.g. for phones etc.)
- Improve the effectiveness and efficiency of HYCA meetings. Consider using technology such as Skype for meetings.

Collaborative approach to development of services

- There is huge potential for individual projects to pilot different types of practice and intervention, to evaluate these, and for the other HYCA projects to model them if they are successful. Such a model could be an extremely cost-effective way of introducing new practice and is likely to be appealing to funders.
- Develop the monitoring and evaluation of how HYCA and projects facilitate support for parents and other family members in order to understand clearly the value of these interventions.

Other

- Use the database in a more strategic way , for example, by using the data to see whether specific groups of young carers are currently underrepresented in HYCA projects and then targeting awareness raising at professionals who are working with these groups.



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