

# Richmond Carers Centre Impact Report - Young Carers

## Outcomes evaluation 2017/2018

Using a range of outcome statements, we asked young carers to tell us their perception of the impact that services and support they received from Richmond Carers Centre has had on them. Results for young carers against each outcome indicator are displayed below. Percentages shown are for those carers who strongly agreed or agreed with the corresponding statements.

**84%**

I feel I have made friends

**96%**

I feel more positive and happy

**93%**

I feel more able to do the things I want and have fun

**83%**

I feel that someone cares about how I am feeling

**79%**

I feel better that people know I am a young carer and understand how this makes me feel



**86%**

I feel I can ask for help when I need it

**88%**

I feel more confident about being a young carer

**89%**

I feel better able to help my family member who needs my support

**89%**

I feel I can have time away from my situation at home

**80%**

I feel I have had time and space to talk about my situation at home

**96%**

I feel that the staff in the Young Carers Team at Richmond Carers Centre listen to me



**86%**

I feel I have learnt new skills through activities (for example, leadership, working with others, arts and crafts, friendships, team building, decision making, problem solving)

# What is the best thing about Richmond Carers Centre – Young Carers Service?

*'I feel like I am able to talk to someone about anything at home or any troubles and I can have fun without worrying about anything'*

*'Because they are kind to us'*

*'I get time away from home and opportunities to do activities I might not get the chance to at home'*

*'The staff are really nice and I can make new friends'*

*'It makes me feel I can have fun without thinking about my situation at home'*

*'Getting out of the house and doing fun stuff'*

*'The best thing is everyone is friendly and the activities are fun'*

*'They do lots of activities and they listen to you'*

*'Everyone is so friendly and it makes me feel cared about'*

*'You get to talk to with people that a similar situation'*

*'They are there for you'*

***Richmond Carers Centre reviewed the feedback given by young carers and identified a range of activities to improve our service. These include:***

- **Identifying and actioning strategies to support young carers that do not regularly access support or engage in activities**
- **Identifying strategies to improve access to support, or engagement in, activities after initial registration**
- **Continuing to identify and provide more engaging activities for 14-18-year-old young carers**
- **Strengthening support offered during transition stages – including from primary to secondary schools; from school to college and post 16; and when a young carer is approaching 18**
- **Establishing a forum so that young carers have a voice and can feedback about service delivery**
- **Identifying activities and courses where young carers can receive an accreditation, learn a skill or a sport**
- **Supporting young carers to make friends, embedding this support into mentoring, groups and activities, being alert to any further opportunities to offer support, and identifying strategies to reduce isolation and bullying**
- **Launching a Young Carers Bulletin to increase awareness and identification of young carers and**

**We are committed to continuing to ask carers for their feedback on the services and support that make a difference to them and the developments they would like to see.**