



# Helping young carers, young adult carers and their families in Norfolk

## Your Guide



Young carers. You are not alone.  
Up to 12,000 children and young people in  
Norfolk are carers. They help look after or  
support a family member or friend who is ill,  
disabled or misuses drugs or alcohol.



### Norfolk County Council

Norfolk County Council's ambition is for all children in Norfolk to achieve their full potential and have their needs met at the earliest possible opportunity so that no child in Norfolk is left behind.

### Whole family approach

The council has a duty when carrying out an assessment to not only recognise how the young carer's wellbeing, health, education and development is affected by their caring role, but to also look at the needs of the whole family. This may lead to plans to support more than one member of the family.

This might involve different services and organisations including children's and adult's social services, your school or college, your doctor or nurse or your support worker.

### What does the needs assessment cover?

The needs assessment will consider how caring affects you, both physically and emotionally and how it affects your progress at school, college or work. It will also include how caring affects your social life, friendships and leisure.

What you feel and want will be taken seriously and listened to in an assessment.

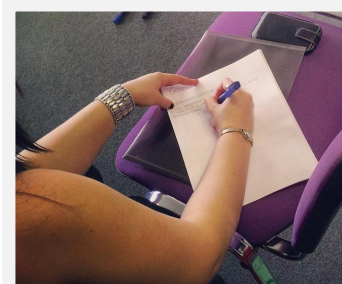


If you are worried about your own safety or that of another child or adult and want to speak to someone, contact us on **0344 800 8020**.

If it is an emergency telephone **999**

### What is a transition assessment?

As a young carer approaches 18, the pathways of receiving and accessing support and services change. Making sure that you have information, options and choices in relation to your caring role and life is key.



# What are my rights?

1

All young carers (under the age of 18) and young adult carers (age 16+) living in Norfolk have the right to an assessment of their help and support needs from Norfolk County Council (NCC).

It doesn't matter who you care for, how much, or what kind of, care you provide or are planning to provide in the future. If caring is affecting your health, education, friendships or social life ask for a young carers needs assessment by ringing the Norfolk County Council customer service centre on 0344 800 8020.

Once you ask for a young carers needs assessment, a member of the appropriate family support (social care) team will contact you within a week or two to arrange to meet with you and your family.

You will be able to talk to the worker on your own if you want or with someone else there to support you.

2

3

If you or someone in your family needs help and support, a support plan of what should happen next will be agreed.

You will be given a written copy of the assessment and plan to keep. This is to make sure everyone is doing what they agreed.

The plan will include a date for a review to make sure the help and support is still working for you and your family.

4

5

Your privacy will be respected and only people who need a copy of the assessment and plan will have one.

## Where can I find out more?

Norfolk County Council - [www.norfolk.gov.uk](http://www.norfolk.gov.uk) | 0344 800 8020

Norfolk Young Carers Forum - [www.nycf.org.uk](http://www.nycf.org.uk) | 0345 241 0954

Caring Together - [www.caringtogether.org](http://www.caringtogether.org) | 0345 241 0954

Carers Matter Norfolk - [www.youngcarersmatternorfolk.org](http://www.youngcarersmatternorfolk.org) | 0800 083 1148



## Information and advice

There is also a dedicated information, advice and guidance service for young carers and their families through Carers Matters Norfolk. They are there to provide support to you and your family if you need it.

This guide has been produced by Caring Together with participation by members of Norfolk Young Carers Forum in partnership with Norfolk County Council.