

## Voice of Young Carers & Families

Carers Matter Norfolk works closely with Norfolk Young Carers Forum & Carers Voice to ensure that Young Carers & Families have a voice in shaping our services and on issues affecting them. Speak to one of our team to find out more.

## About the Young Carers & Family Support service

The Young Carers & Families Support Service is funded by Norfolk County Council Children's Services and is delivered by Voluntary Norfolk in partnership with local youth and young carers organisations.



The Benjamin Foundation



GYGC

We're there because we care!



## Get in touch

### Call our Advice Line

Freephone 0800 083 1148

Monday to Friday 9am-5pm

Our friendly knowledgeable advisors offer free, confidential and independent, advice and guidance. They are trained to provide listening and emotional support and many have personal experience of caring. It is free to call our Advice Line from both landline and mobile telephones.

### Visit our website

[www.youngcarersmatternorfolk.org](http://www.youngcarersmatternorfolk.org)

Send us a message via our online quick enquiry form, let us know how we can help and we will get in touch. You can choose how and when you would like us to contact you; by phone to your landline or mobile, by email or maybe you simply want us to pop some information in the post.

### Email us

[info@youngcarersmatternorfolk.org](mailto:info@youngcarersmatternorfolk.org)

Carers Matter Norfolk uses the interpretation service, INTRAN to support carers who cannot, or prefer not to, speak English. INTRAN is private, confidential and free to use.



Free independent and confidential support for Young Carers & their Families



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## Is there a child or young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction, cannot manage without their support?

If so, Carers Matter Norfolk is here to help, offering tailored support for the whole family; addressing the practical and emotional needs of the young carer, the person they are caring for and other family members.

Our friendly and knowledgeable team can visit your family in your home or a place of your choice to discuss your situation and offer advice and guidance on:

- Support for the young carer around school or college
- Information about local activities & groups for the young carer and the person they are caring for
- Accessing entitlements, assessments or grants
- Arranging benefits, housing & adaptations
- Understanding and navigating your way through local services
- Understanding your family's rights

## Mentoring and group activities for Young Carers

Our experienced Young Carers Support Workers and Youth Workers work with young carers at home, school or in a group setting, as part of a 3-6 month targeted support programme, to:

- Help build confidence & self-esteem
- Offer guidance, identifying and resolving issues
- Provide emotional and motivational support
- Connect with other young carers for peer support & group activities

## Needs Assessments

All Young Carers (under 18) and Young Adult Carers (16+) have the right to an assessment of their help and support needs from Norfolk County Council. We can help families get a Needs Assessment which looks at the young carer's caring responsibilities and how they are affecting their school, health and wellbeing. The Needs Assessment will help identify what support the young carer and/or other family members need, and how to access it.

## Transition Assessments

Young carers who are approaching adulthood (age 16-17) are also entitled to a Transition Assessment. Transition assessments provide information, options and choices for the family, so that the young carer is able to move on to further education, training or a career, while ensuring that the person they are caring for continues to have the support they need.

## Practical skills and knowledge

Our Carers Self-Hub is an online information platform to help carers and their families care with confidence and look after their own wellbeing.

From short YouTube clips and podcasts through to more advanced on-line courses, the easy-to-navigate Hub has a wide range of topics including:

- Caring Basics
- Mental & Emotional Wellbeing
- Nutrition & Diet
- Carers' Rights
- First Aid & Condition Specific Information (e.g. Autism)

Visit the Hub at  
[www.CarersSelfHelpHub.org.uk](http://www.CarersSelfHelpHub.org.uk)

## Making an Emergency Plan

We can help young carers and their families make an Emergency Plan so everyone is prepared if their situation unexpectedly or quickly changes. Emergency plans can help reduce anxiety and avoid crisis situations by identifying what to do and who to turn to for help if necessary.

