

Early Years, Early Help and Neighbourhoods

Young Carers Project

# Information for Families

*This leaflet is designed to inform families about the Young Carers Project*



# Who are Young Carers?

Young Carers are children and young people up to the age of 18 years who provide care for another family member. They could be caring for someone who has:

- A physical disability or illness.
- Mental illness.
- A sensory disability, for example be blind or deaf.
- Substance Misuse Issue

The Young Carers Project is organised by the Team Manager, Young Carers Co-ordinator and Young Carers Support Workers.

# What is the Young Carers Project?

The Project provides support to Young Carers who play a caring role in their family and provide care which would usually be done by an adult. The project is run by Tameside Services for Children and Young People and is organised by the Young Carers Project Leader.



# What can the Young Carers Project provide?

- One to one support - A chance for Young Carers to talk.
- Support with representation – Young Carers often need help to ensure the person they care for is getting appropriate services.
- Information – this includes a pack, newsletter and appropriate information on illnesses and disabilities for different age groups.
- To enable Young Carers to have a break.
- Young Carers Group - provides a range of activities for all ages.

# What happens at the Young Carers Group?

The group aims to provide young carers with an opportunity to meet other young carers, as well as respite from their caring role, during term times

It can be used as an opportunity for young carers to talk to key workers about any worries they might have or additional help needed. The group offers opportunities to participate in activities and trips during the school holidays.



# How are these activities organised?

Most of the trips are just for Young Carers and do not include friends or other relations.

There is no charge for these activities although Young Carers might need to bring spending money or packed lunches.

Don't worry if you cannot provide transport for the Young Carer. If this is the case, they will be picked up and returned to their home.

Parents/Carers will need to sign a permission form and give emergency contact numbers for their children to attend the group.

# How does a Young Carer get hold of this service?

If you know of a young person who might benefit from the Project, please contact the service below. Staff will be happy to offer further information, advice and support. They will also carry out an assessment (explained in the next section).

Contact:

**Hattersley Children's Centre**  
**Melandra Crescent**  
**Hyde**  
**SK14 3RB**

**0161 368 7722**

## What is an assessment?

This looks at Young Carers' needs and the services needed to support them. Families receive a copy of the assessment which explains details of the services that may be provided.

If the Project cannot support the young person with actual services, we will give information and advice about other services and organisations that may be able to help.



# How to make a complaint, suggestion or compliment

If you would like to make a comment or are unhappy with something to do with the way you are being treated or the service you can initially contact the young carers project leader.

We will look at your complaint and see if there is anything we can do to put things right. If you don't want to make the complaint yourself, you can ask a relative or a friend to make the complaint for you

# What happens if you complain?

We will ask a Manager within the Service to look into why you are unhappy, and then they will try and sort it out. Nothing bad will happen to you. Only the people dealing with your complaint will be told about it.

# How do you get in touch with us?

If you have any concerns you can make a complaint on the

Tameside website on [www.tameside.gov.uk](http://www.tameside.gov.uk)

Young Carers Manager on 0161 368 7722

Main Council Offices on 0161 342 8355

Email: [socservcomplaints@tameside.gov.uk](mailto:socservcomplaints@tameside.gov.uk)

at any Customer Services Centre or Library (In Touch) Centre



Tameside  
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Project