

PARENT HANDBOOK



INTRODUCTION

If your child is joining our young carer project you probably have a number of questions about us and about how the project works. We hope you find the following information useful, but you are always welcome to contact a member of the team if you have any questions. You can email us using youngcarers@centre33.org.uk or phone on 0333 4141 809

WHAT IS CENTRE 33'S YOUNG CARERS PROJECT?

Centre 33 is a local charity supporting young carers who live in Cambridgeshire & Peterborough.

Young carers are children or young people under the age of 18 who provide regular and on-going care and/or emotional support to a family member who is physically or mentally ill, disabled or who misuses substances.

Each young carer we work with is in a different situation and we treat all young carers as individuals.

All staff and volunteers have been interviewed and DBS checked. You can always ask to see their I.D. badges if you are unsure.



**“ MY SON REALLY ENJOYED HIS SESSIONS AND
HAS HELPED HIM UNDERSTAND THAT HE IS
NOT ALONE ”**



WHAT HAPPENS WHEN A REFERRAL IS MADE FOR MY CHILD?

When we are told that a young carer would like support from our project we will write to you to confirm we have received a referral.

All children under the age of 13 require parental consent for a referral is made.

We will then arrange for a worker to go and meet them, usually at their school or at home. During this meeting we go through questionnaires called 'The Caring Jobs I Do' and 'How Caring Affects Me'. These are tools used nationally to find out what impact caring has on your child and the level of care they are providing. This determines the type of support we can offer.

If you would like to know more about these tools, please let us know.

The worker will then contact you to let you know the result of the meeting.

We understand that situations can change so if something happens and you feel your child's needs have changed please let us know and we can use the tools again to reassess them.

WHAT DOES THE YOUNG CARERS PROJECT OFFER?

Depending on the outcome of the assessment and having listened to what your child would most like support with, we might offer:

- online support
- one to one support
- group support
- signposting to other services
- support via our website
- support via the Young Carers App
- support via school
- trips and activities

There may be a waiting time for some of the above.

Young carers may also want to get involved with Young Carers Voices, This is a chance for them to influence the services available to them and to speak out on things that matter to them.

These are all dependent on available funding. The majority of our funding comes from the local authorities (CCC and PCC), but we also do a lot of fundraising to get extra funds especially for trips and activities.





WHAT INFORMATION DO YOU SHARE ABOUT MY CHILD?

If your child has been referred to us by another organisation (such as their school) we will let them know what support we will be offering.

We keep a database of all people we work with and keep records of all our contacts with each person. All information is stored in accordance with [GDPR](#).

We may ask you to consent to information about your child being shared with other professionals or organisations to help provide them with support. These may include: Schools, GPs and Health Professionals, Colleges or other relevant voluntary/charitable organisations. We may also ask your permission to share with Adult Social Care or Children's services, for example to arrange a carer's assessment. We will not share information with these organisations without your explicit consent except where disclosure is necessary for the purpose of safeguarding or as required by law.

CONSENT

If your child is under 13 we need your consent to meet with them, and to take them on trips or invite them to groups.

When your child joins the project you will be sent a link to the permission form. When you complete this, you are giving permission for your child to be supported by Centre 33. This form covers all groups, individual work and any small group work with Centre 33 and it's staff.

Please complete the permission forms in full and include all illnesses/conditions/medication (including asthma).

Young people aged 13 - 18 can access our support without parental consent. We do encourage young people to gain consent from parents, however we are a confidential service available to young people and respect their right to privacy.





COMPLAINTS AND COMMENTS

If you are worried, upset or concerned about anything that may arise as a result of your involvement with us, or if you want to complain about something that has happened, please contact us to try to sort it out. If you wish to make a formal complaint please see our Complaints Policy, you will find this on www.centre33.org.uk

Also we would always love to hear about any compliments or positive comments you have. You can email hello@centre33.org.uk

RESOURCES FOR PARENTS

If your child is a young carer, you are worried about them, and would like some advice or information from the young carer team, please contact us.

There are also some really useful resources online to help parents support their children and young people's wellbeing:

Young Minds:

- [Parents Helpline can provide advice and support if you're worried about a child or young person.](#)
- [Parents Helpline and Webchat.](#)
- [Parents' A-Z mental health guide.](#)
- [Getting help for your child.](#)

Sibs:

- [Supporting your sibling child.](#)
- [Talking to your sibling child about disability.](#)
- [Supporting your sibling child with their feelings.](#)

NHS:

- [Top tips to support children and young people.](#)
- [Signs something is wrong.](#)
- [Looking after your own mental health.](#)
- [Get support.](#)

SUPPORT FOR ADULT CARERS

[Making Space](#)

Making Space provide support to adult carers aged 18+ who care for a family member or friend with a mental health condition.

[Caring Together](#)

Caring Together provide a range of support to carers of all ages, including information and signposting, someone you can talk to and emotional support, and opportunities to have breaks away from your caring role.

YOUNG CARERS

Please email the project youngcarers@centre33.org.uk or support young carers (with their consent) to complete the referral form here:

www.centre33.org.uk/help/caring

CONTACT US:

Tel: 0333 4141809

Email: hello@centre33.org.uk

WhatsApp: 07514 783745

...or come to a [drop-in](#)

Please follow us on our social media channels [@centre33camb](#)



Parents are very welcome to use these contact details to find out more about what we do and how we can help