



## WHO WE ARE...

### VOICE OF YOUNG CARERS AND FAMILIES

Young 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.

## PHONE US

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.

## 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.



## VISIT OUR WEBSITE

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

We have a referral form which provides us with the details we need to help individual young carers and their families. You can also choose how and when you would like us to contact you; by phone, by email or maybe you simply want us to pop some information in the post for you.



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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 support about entitlements, assessments, care support, grants & benefits and housing & adaptations
- Understanding and navigating your way through local services
- Understanding your family's rights

## HOW WE HELP

## WHAT WE OFFER

Our experienced Young Carers Support Workers and Youth Workers can help with lots of things, everything from:

- Mentoring and group activities for young carers
- Needs assessments
- Transition assessments
- Practical skills and knowledge



We work with young carers at home, school or in a group setting, as part of a 3-6 month targeted support programme offering mentoring and group activities for young carers.



We can help young carers get a Needs Assessment which looks at their caring responsibilities and how they are affecting their school life, health and wellbeing.



We help with transition assessments that provide information, options and choices for the family of young carers aged 14+, so they can 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.



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

[www.CarersSelfHelpHub.org.uk](http://www.CarersSelfHelpHub.org.uk)



HERE FOR YOU

## 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.