

# Giving Young Carers a Voice

## Quarterly Insight Report

What we're hearing

April - June 2024



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## About Luminus

Luminus Insight CIC (known as Luminus) is an independent, not for profit organisation, which exists to empower people to have their voices heard in the design and delivery of public services, and to help organisations provide equity of access and the best services possible through the inclusive involvement of local people.

We were originally set up in 2013 as Healthwatch Surrey CIC, to deliver the local Healthwatch service in Surrey, covering NHS and social care services. Luminus continues to deliver the [Healthwatch Surrey](#) service and we have also now expanded our scope to provide local people with a voice on other public services and the wider determinants of wellbeing, and changed our name accordingly. Further information about our services is available on our [Luminus website](#).

## About Giving Carers a Voice

Giving Carers a Voice listen to the experiences of carers (of all ages) to ensure their views are heard in the design and delivery of the services they use.

If people look after anyone who couldn't manage without their help, they are a carer.

## Engagement April – June 2024

This quarter we have visited and attended....

- User Voice Participation Group
- Young Carers National Voice workers meeting
- Learners' Single Point of Access (L-SPA) team meeting
- Weydon School, Farnham
- Surrey Youth Focus
- Tandridge Family Centre
- Surrey Youth Focus 'Emotionally Based School Non-Attendance' coffee and chat
- Gosden House School
- Sight for Surrey
- Gypsy, Roma and Traveller Forum
- Rainbow parent carer group, Tandridge
- Woking Young Carers
- My Time for Young Carers, Senior Group
- Woodhatch Surrey County Council staff carers day
- Surrey Youth Focus new starters network
- East Surrey neighbourhood meeting
- Oxted School
- Heathside Walton School
- Young Carers Alliance Forum, early identification of young carers

- Broadwater Youth Centre
- Rainbow parent carer group, Horley
- Kings College, Guildford
- Howard of Effingham school.

## Main themes we have heard from April – June 2024

We spoke with 25 young carers. The word cloud below highlights the main themes we have been hearing about this quarter. The most prominent words are exams, worry, safe place to talk, trusted adult, one to one support, mental health, anxiety and struggling.



## Where we have shared our Insight

During Q1 we have shared carer insight (key themes and young carer experiences) in the following meetings as part of our 'what we've heard' regular insight sharing meetings.

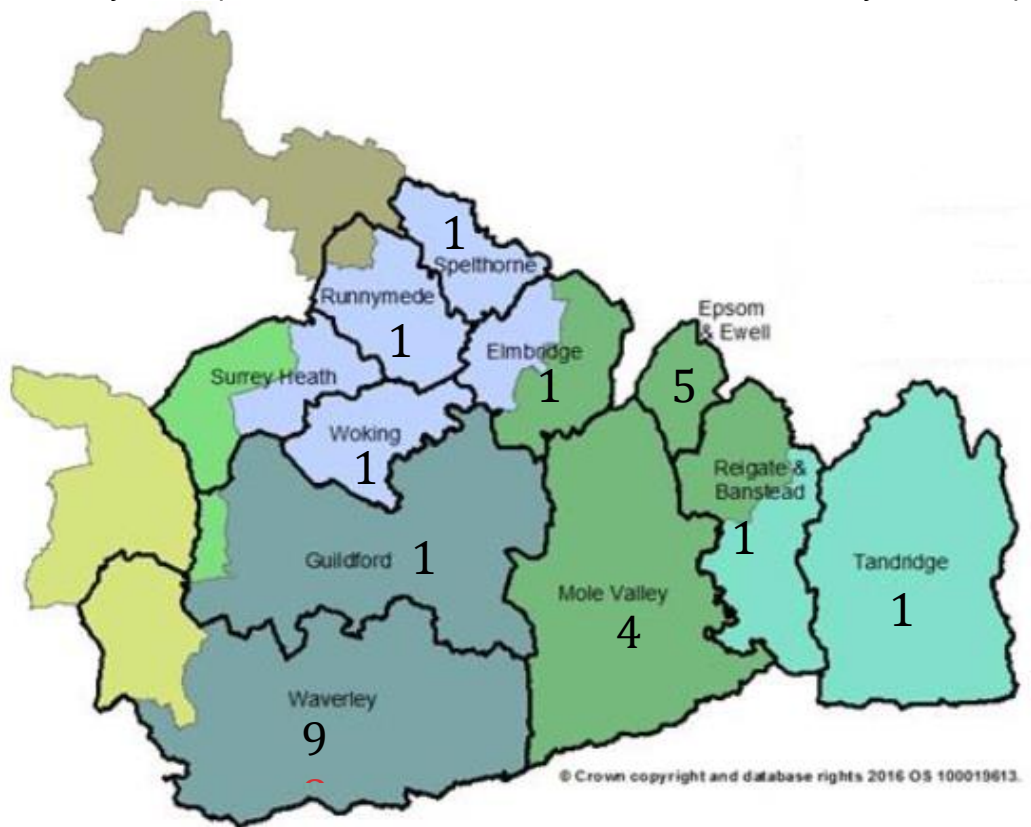
- User Voice and Participation Group – April 2024
- Learners' Single Point of Access (L-Spa) Team Meeting – April 2024
- Young Carers National Voice – May 2024
- East Surrey Neighbourhood meeting – June 2024

If we hear a case of concern regarding a person's safety, we immediately signpost the sharer to the appropriate body and escalate the case with the provider/commissioner.



## Where we have heard from young carers

The map of Surrey below shows the number of young carers we have heard from in each area of Surrey. This quarter, we have heard the most from Waverley (8) and Epsom & Ewell (5).



## Exams and homework

Young carers are saying that they worry about their exams and future prospects.

"It's hard concentrating at school. It's especially difficult when it's coming up to exams because I know my future depends on my results and yet I can't help but worry about my dad all the time in case he's thinking of doing something stupid."  
(Carer aged 15)

**216994, June 2024**

"I look after my brother and it's difficult now the exams are here because I don't think I've studied enough to pass them. There's nowhere quiet at home to sit and concentrate. I can't stay behind at school to study because I have my chores to do and walk my brother home."  
(Carer aged 16)

**216993, June 2024**

"I want to become a nurse. I don't think my exam results will allow me to. I don't get a lot of time to study and I get stressed that I'm not academic. I don't want to have a dead-end job with no prospects and low wages for the rest of my life, but it

seems I don't have a choice. I've cared for mum for as long as I can remember, and yet it doesn't matter to anyone that I want to progress into a nursing role. It seems that no one cares if you can't study and sometimes miss school. I'm feeling very depressed with my lack of prospects." (Carer aged 16)

**216989, June 2024**

"I get worried about my exams. I want to do well in them but I think they'll be too difficult. I can't sleep sometimes thinking about them." (Carer aged 12)

**214337, May 2024**

"I struggle to do my homework because I'm always on high alert and I can't relax. I'm worried about exams next year because I can't study and I'm behind with my schoolwork." (Carer aged 14)

**217412, June 2024**

"I cannot study or do my homework at home so I do it mostly at school or if my mum takes my sister somewhere." (Carer aged 14)

**217411, June 2024**

"I get stressed near exams because I feel that I haven't done enough to pass." (Carer aged 14)

**216995, June 2024**

"I have to help with lots of things, sometimes when I get home from school I forget to do my homework and I worry I'll get into trouble so I don't sleep." (Carer aged 8)

**214336, May 2024**

## Having someone to talk to on a one-to-one basis

Young carers say that one-to-one support is essential for their mental wellbeing and coping with their caring roles.

"Being a young carer can be tricky and worrying at times, and I would like more accessible support outside school, one-on-one with an adult who can advise me on ways to handle emotions and the struggles of being a young carer." (Carer aged 11)

**214181, May 2024**

"It would be nice if we had a youth group every week instead of fortnightly because seeing people with similar problems helps me manage mine better. It's not just about having fun and messing around, there are adults here we can talk to who can help us with what is worrying us." (Carer aged 12)

**214335, May 2024**

"I come here everyday after school and I know there are people here that I can talk to and most of my friends come here too. I know there are places for help but talking to strangers puts me off." (Carer aged 14)  
**217415, June 2024**

## Stress and anxiety

Young carers say that the behaviour of the person they care for affects them emotionally and socially.

"My younger brother has ADHD and autism. He gets very angry and lashes out. When this happens, I go to my room or lock myself in the bathroom. My mum says that I'm his punch bag, which upsets me. My brother is very tall and intimidating, which can be scary when he gets angry." (Carer aged 10)  
**214182, May 2024**

"Mum cries a lot which upsets me and I worry when I'm at school. Once she broke down in the supermarket which upset and embarrassed me." (Carer aged 12)  
**217416, June 2024**

"...her behaviour is upsetting and challenging. I get very upset when she's mean to my mum, and I want to make her see what she's doing, but I can't and then go to my room to settle down." (Carer aged 13)  
**217413, June 2024**

"We can only go places that are familiar and calming for her, or she has a meltdown." (Carer aged 14)  
**217411, June 2024**

"My little brother has ADHD which becomes too much when he is kicking off about something that isn't that important. I get quite lonely with it all." (Carer aged 14)  
**216991, May 2024**

"My older sister has Asperger's and understanding how her mind works and why she gets frustrated and angry can be hard. I go to my room if things get too much." (Carer aged 15)  
**216990, May 2024**

## Thank you

A big thank you to everyone we have met and who has taken the time to share their experiences of being a carer with us. Below is a list of where we are visiting from July –

September 2024. If you have a group you would like us to come along to then please email us at [info@luminus-cic.uk](mailto:info@luminus-cic.uk). We are very keen to hear from as many carers as possible from all over Surrey so we'd love to hear from you!

## Where we are going July – September 2024

The following table shows in the first column the places and dates for our upcoming visits.

Place	Date
Surrey Youth Focus – Young Carers, Coffee & Chat	03/07/2024
Glebelands School	08/07/2024
MyTime4YoungCarers, summer party	10/07/2024
The Beacon Centre Drop in café for carers	11/07/2024
William Cobbett School	12/07/2024
Surrey Young Carers, Hampton Court	13/07/2024
The Weald School	16/07/2024
YMCA Parent Carer Group	17/07/2024
Loveworks Foodbank, Merstham	17/07/2024
Loveworks Foodbank, Reigate	18/07/2024
Carer Group, Knights Garden Centre, Godstone	19/07/2024
White Lodge Family Day	22/07/2024
Surrey Young Carers Family Day, Painshill Park	01/08/2024
Surrey Young Carers, Bisley Yurt (tbc)	06/08/2024
Surrey Young Carers, Pottery Painting (tbc)	07/08/2024
Surrey Young Carers. Reigate Grammer School (tbc)	29/08/2024

Please note these dates are subject to change and additional visits may be added.



# Contact us

Contact us through any of the channels below.

We'd love to hear from you:

-  Web: [luminus-cic.uk](http://luminus-cic.uk)
-  Telephone: 01483 301448
-  Text: 07592 787 533 (SMS only)
-  Email: [info@luminus-cic.uk](mailto:info@luminus-cic.uk)

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