



Telford & Wrekin
Co-operative Council

Telford & Wrekin Schools Young Carers Charter

Every Young Carer Seen. Heard. Supported.

Our commitment to young carers

A young carer is a child or young person who provides unpaid care, help or emotional support to a family member because of illness, disability, mental health difficulties, substance misuse or another need for care.

Young carers make an important contribution to their families and communities. However, caring can sometimes affect a young person's education, friendships, wellbeing, attendance, opportunities and ability to enjoy their childhood.

We believe that being a young carer should never be a barrier to achieving your ambitions.

As a school in Telford & Wrekin, we commit to being a **Young Carer Friendly School**.

We will work with young carers, their families and partners to make sure that young carers are:

SEEN • HEARD • UNDERSTOOD • SUPPORTED • VALUED • INCLUDED

Our Young Carer Promises

1. We will recognise young carers

We will make sure staff understand what a young carer is and recognise that caring responsibilities can look very different from one family to another.

We will:

- Train and inform staff about young carers and the impact caring can have on children and young people.
- Make sure staff know how to identify a child or young person who may be caring for someone.
- Avoid assumptions about what a young carer's life is like.
- Create opportunities for children and young people to tell us about their caring role safely and confidentially.
- Regularly remind pupils and families that support is available.

We will never expect a young person to manage alone simply because they have managed before.

2. We will listen to young carers

Young carers have the right to have their voices heard.

We will:

- Give young carers a trusted adult they can talk to.
- Listen to what they say about their caring role and how it affects them.
- Involve young carers in decisions about the support they receive.
- Ask them what would make school easier for them.
- Respect their privacy and confidentiality, within safeguarding requirements.
- Use young carers' experiences to improve our school's approach.

We will ask: "What would help?" rather than "Why haven't you...?"

3. We will support education and attendance

We recognise that caring responsibilities can sometimes affect attendance, punctuality, concentration, homework and the ability to take part fully in school life.

We will:

- Consider caring responsibilities when discussing attendance or punctuality.
- Take a supportive and individual approach where caring affects attendance or learning.
- Work with the young carer and family to identify practical solutions.
- Consider reasonable flexibility around homework, deadlines and other school expectations where appropriate.
- Monitor educational progress and act early if a young carer begins to fall behind.
- Do not penalise a young carer for circumstances outside their control.

We will focus on removing barriers, not creating additional ones.

4. We will protect wellbeing

We understand that young carers can experience worry, tiredness, stress, isolation or feeling responsible for things that are difficult for a child to manage.

We will:

- Provide a safe and trusted adult within school.
- Check in with young carers regularly.
- Support young carers to recognise and express their feelings.
- Help them access appropriate emotional wellbeing support.
- Make sure young carers know that it is okay to ask for help.

- Encourage young carers to have time for themselves, friendships, interests and activities.

Young carers deserve to be children and young people first.

5. We will make sure young carers can enjoy school

Being a young carer should not mean missing out.

We will work to ensure young carers have opportunities to:

- Take part in clubs and activities.
- Enjoy trips, residentials and enrichment opportunities.
- Develop friendships.
- Take part in sport, arts, music and other interests.
- Access careers, aspirations and enrichment programmes.
- Celebrate their achievements.

Where caring responsibilities create a barrier, **we will work with the young person and their family to find a solution wherever possible.**

6. We will provide a safe place

Every young carer should know where they can go when things feel difficult.

Our school will identify a **Young Carers Lead** who will act as a named point of contact.

We will make sure young carers know:

“If I need someone, I know who I can talk to.”

The Young Carers Lead will:

- Coordinate the school’s approach to young carers.
- Maintain appropriate links with families and professionals.
- Ensure young carers are identified and supported.
- Help staff understand individual young carers’ needs.
- Signpost and refer young carers to appropriate services.
- Monitor the impact of support.

7. We will connect young carers with specialist support

We will not expect schools to provide every form of support themselves.

Where appropriate, we will work with families and relevant partners, including **Family Hubs** and the **Telford & Wrekin Young Carers Service** and the **All Age Carers Centre**, to make sure young carers can access the right help [Young Carers | Telford All Age Carers Centre](#)

Family Hub offer for young carers and their families

Telford & Wrekin Family Hubs provide an accessible, whole-family offer for young carers and their families. Families can access information, guidance and practical support through local Family Hub venues, community outreach and an extensive programme of drop-in sessions across the borough. These drop-ins provide opportunities for families to speak with Family Hub practitioners, ask for advice at an early stage and be connected with the right local support.

The Family Hub offer includes parenting support focused on relationships, emotional regulation and understanding children's needs, SEND advice, emotional wellbeing support, infant feeding, community and online safety, domestic abuse support, financial advice and signposting to partner organisations. This means that support can be shaped around the needs of the young carer, the person they care for and the wider family, helping to reduce pressure on children and young people wherever possible.

More information about Family Hubs, including current drop-in sessions and parenting support, is available on the [Telford Family Hubs website](#)

The local **Young Carers Service** [Young Carers | Telford All Age Carers Centre](#) supports family carers aged **5–18 across Telford and Wrekin**, with referrals possible from young people themselves or professionals. ([nhs.uk](#))

We will:

- Explain available support clearly.
- Support young carers and families to access services.
- Make referrals where appropriate and with the necessary consent.
- Work collaboratively with services around the child.
- Follow up where appropriate to make sure support is making a difference.

8. We will support the whole family

We understand that a young carer's experience is connected to what is happening within their family. (see section 7. for links to additional help and support from [Telford Family Hubs website](#) and [Young Carers | Telford All Age Carers Centre](#))

We will work respectfully with parents, carers and other family members.

We will:

- Listen to families without judgement.
- Recognise their strengths.
- Share information appropriately.
- Work together to find practical solutions.
- Consider whether the family would benefit from wider support.
- Promote early help and preventative support where appropriate.

We will work with families, not do things to families.

9. We will celebrate young carers

Young carers develop valuable strengths and skills through their experiences.

These may include:

RESILIENCE • EMPATHY • RESPONSIBILITY • COMPASSION • ORGANISATION • PROBLEM-SOLVING • INDEPENDENCE

We will recognise these strengths while also recognising that young carers should not be expected to be resilient all of the time.

We will celebrate young carers' achievements and make sure their caring role is recognised as one part of who they are — **not the thing that defines them.**

Our School's Young Carer Standard

A school adopting this charter will aim to have:

AWARENESS

Staff understand young carers and know how caring can affect education and wellbeing.

IDENTIFICATION

We actively seek to identify young carers, including those who may not recognise themselves as carers.

A NAMED LEAD

A member of staff has responsibility for coordinating young carer support.

A SAFE ADULT

Every identified young carer knows who they can go to for help.

INDIVIDUAL SUPPORT

Support reflects the individual young person's circumstances and wishes.

EDUCATIONAL SUPPORT

Caring responsibilities are considered when looking at attendance, punctuality, learning and progress.

WELLBEING

Young carers have opportunities to talk, receive support and protect their own wellbeing.

INCLUSION

Young carers are supported to participate fully in school life.

PARTNERSHIP

The school works with families and relevant local services.

VOICE

Young carers help shape how the school supports them.

REVIEW

The school regularly evaluates its support for young carers and makes improvements based on feedback and outcomes.

Our Young Carer Promise

We promise to see you.

We will make sure you are not invisible.

We promise to hear you.

Your experiences and opinions matter.

We promise to understand you.

We will take the time to understand what caring means for you.

We promise to support you.

You do not have to manage everything on your own.

We promise to value you.

We recognise the contribution you make to your family and community.

We promise to include you.

Being a young carer should not stop you enjoying school or achieving your ambitions.

For every young carer in Telford & Wrekin

You are more than your caring role.

You have the right to learn.

You have the right to have friends.

You have the right to have fun.

You have the right to dream.

You have the right to ask for help.

You have the right to be listened to.

And you have the right to a childhood and a future of your own.

Our School's Commitment

We are proud to adopt the Telford & Wrekin Young Carers Charter.

We will work towards becoming a school where every young carer is:

SEEN • HEARD • UNDERSTOOD • SUPPORTED • VALUED • INCLUDED

School: _____

Young Carers Lead: _____

Headteacher: _____

Date adopted: _____

Review date: _____

Signature: _____

Our commitment to Telford & Wrekin

This charter contributes to the borough's ambition for children and young people to be safe, healthy, happy, included and able to achieve their potential. It also supports Telford & Wrekin's commitment to a **Child Friendly Borough**, where children and young people are listened to, valued and given opportunities to thrive. ([Telford Council](#))

It reflects the Telford & Wrekin **All Age Carers Strategy 2024–2029**, which seeks to ensure carers are informed, involved, valued and able to access timely and appropriate support, with partnership working and co-production at its heart. ([Telford Council](#))