

OUR LIFE

AUTUMN 2017



CYBER BULLYING INFO | INTERNET SAFETY



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Hello there...If you're reading this newsletter, you might be a young carer!

You might already know this, so just skip to the next page but if you don't, read on!



Am I a Young Carer?

Young carers generally care for members of their immediate family who may be:

- A parent with a physical illness, disability, mental health problem or dependency on alcohol or drugs
- An elderly grandparent who is frail, or has a health problem or disability
- A brother or sister who has a health problem or disability

What do Young Carers do?

- Practical things such as cooking & cleaning
- Looking after brothers and sisters
- Helping someone to take medicine, go to the toilet, get dressed, change dressings and move about
- Giving emotional support by keeping someone company, listening to their worries and reassuring
- Go to the doctors or hospital with someone
- Translating for them if English isn't their first language, or if they have a hearing or speech issue
- Managing bills and budgets
- If your parent has a mental health problem you may have to cope with them being anxious and worried or cope with mood swings and unusual behaviour

If you think that this sounds like you and you'd like some advice ,help or support, give Surrey young carers a call on 01483 568269.

hello!

Hello from the 18-24 Network!

We have been busy this summer running two events focusing on stretching our legs, arms and our minds!

Blooming Crafts in Redhill

We went jewellery making and mocktail making at Blooming Crafts in Redhill and finished off with de-stressing through paint splattering the walls and each other! It was a great (and pretty messy) evening helping each other make bead bracelets, being creative and letting out any stress! See below the paint splattering in action and a canvas design we created!

Bowling at the Spectrum

We had an indoor picnic in a large room over-looking the ice rink, which we had all to ourselves accompanied by music, yummy fruit kebabs and irresistible cupcakes! We then took some time out to relax on picnic blankets to listen to the stress management app, Headspace. This gave us a chance to try a meditation technique called Mindfulness. It's a great pocket size way of getting help with breathing exercises and calming techniques that could be useful in stressful situations. Bowling was a great laugh and Toby knocked us all out with his Rubix Cube talent!

Get involved!

Headspace is a free and easy to use app with 10 minute guided sessions of meditation and relaxation. Visit the website to find out more on how to download! www.headspace.com/headspace-meditation-app

Thanks to all who came, making both events a great laugh and enjoyable!



Internet Safety

Surrey Police has issued a safety warning to children in the county using Snapchat. The photo-inspired instant messaging app has released a potentially dangerous new feature that shows everyone on your contact list exactly where you are at any point. Once you update the app, your location will be instantly revealed.

Surrey Police said: "We are encouraging users to change their settings to 'ghost mode' to avoid sharing this information. "If your children or other young people you know use Snapchat, encourage them to change their settings too!" Eagle Radio (Surrey and Hampshire) provide some useful tips and information on how to change your location settings.

NEWSLETTER

Cranleigh Fire Station Event

Our thanks and appreciation from the SW Surrey Young Carers Team go to The Cranleigh Fire Station Crew for the fabulous Welcome to Surrey Young Carers under 8 activity for the South West. The young people were given a tour of the firestation, climbed into a fire engine, alarmed by the sirens, use the hose to extinguish a mock house fire, competed with the crew in dressing for an emergency...lots of laughter and fun was had, and another big thank you for Simon Cornwall, Celebration Cakes in Cranleigh, for the delicious sandwiches, demolished in seconds!

Sue Skerritt
Senior Coordinator SW Surrey

Donations

A big big thank you to George Alford and the Farnham Rotary for their enormous donations and hard work on bikes to raise the funds towards workshops. Also, thanks to the David Williamson Trust for their continued support towards workshops. More events are planned in the future in the South West. A big than you to XY Strings Orchestra for a splendid evening and raising money at their concert for Surrey Young Carers and events in Guildford.

Multiple Sclerosis Workshops

Our thanks go to the support given by Biogen to host four MS Workshop for young carers across the county of Surrey. Staff worked closely with St Barts Hospital Project on Digesting Science, a fun and innovative way using games to explain the symptoms and dissipating the fear around MS. Each area in Surrey was helped by various hotels and venues, the MS nurses and the Ms Society.

Our particular thanks go to all of them for producing such wonderful lunches and teas for the young carers and their families. The beautiful Worplesden Place Hotel hosted the event for the SW, and many thanks for their generosity and fanstastic food and staff, it enhanced the experience of the day for the young carers and their families. The Royal Berkshire Hotel near Ascot hosted the event for young carers and their families from the North West. It was a lovely afternoon giving everyone the opportunity to learn something new but also to

share their experiences of living with MS.

The beautiful hotel grounds and sunshine were also enjoyed by the young carers. Thank you also goes to John Pohorely (MS Specialist Nurse) who joined us for the afternoon to talk to families and share his expertise as one Gran said Gran said she "can't remember the last time we had gone out as a family". Oatlands Park Hotel, Reigate Manor Hotel hosted the event for the NE and SE respectively, and they made everyone welcome and produced fantastic afternoon teas. Parents made new friends and enhanced their own support system, and the young carers definitely understood MS and their parents a lot more. "The boys so enjoyed and came home chatting about it and telling us all that went on. Thank so much for giving them the opportunity to find out more about MS, and to be able to ask questions away from us." "I just wanted to say another big thank you for an amazing day. John is still talking about it, he keeps reassuring me that he knows all about MS now and if I have any questions I can ask him!"

Sue, Jackie, Debbie and Trudy

Wisley Grow and Discover Day August

Another big thank you to Wisley RHS Staff for their very generous day for young carers. In spite of the terrible weather, the torrential rain, the young carers had a day filled adventure in the glass house, growing lab and craft making...and lots of fun and laughter! As a bonus, they took home plant clones/cuttings to grow on their windowsill during the summer! Education and fun in one day...the sun definitely shone for the young carers!

Thanks to the Sayers Croft Cranleigh for facilitating outwood bound days for young carers in the South West, they had enormous fun with caving, rafting, archery, high robes and team building games.



MS Awareness

“Our thanks go to the support given by Biogen to host four MS Workshop for young carers across the county of Surrey. Staff worked closely with St Barts Hospital Project on Digesting Science, a fun and innovative way using games to explain the symptoms and dissipating the fear around MS. Each area in Surrey was helped by various hotels and venues, and our thanks go to all of them for producing such wonderful lunches and teas for the young carers and their families.

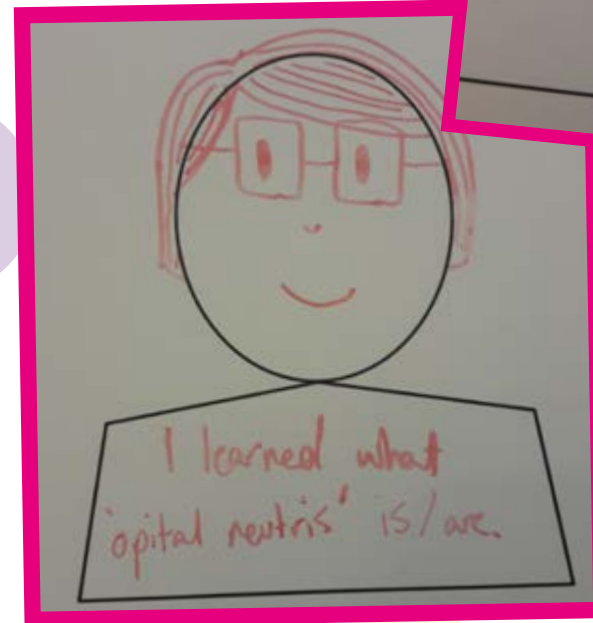
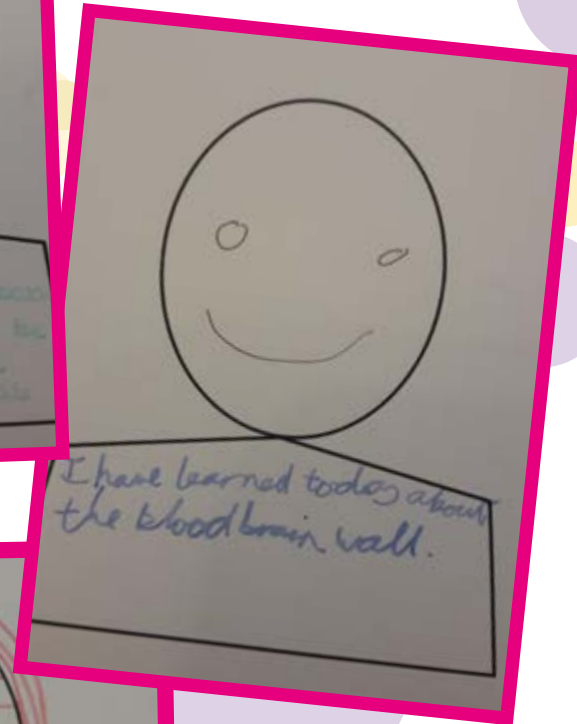
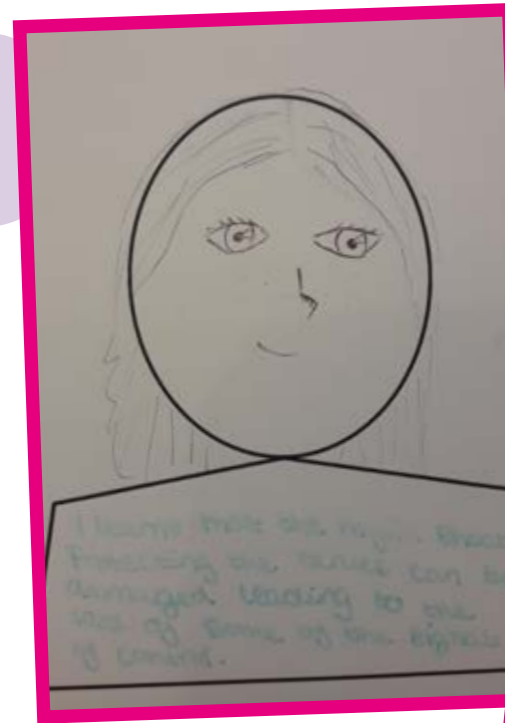
Please can we thank Oatlands Park Hotel who made everyone welcome and produced a fantastic afternoon tea, with too much food the hotel gave everyone boxes for people to take home the delicious sandwiches and cakes.

A family responded by saying son and dad would attend. I asked why mum was not attending he said they did not have transport to take her and her wheel chair but he could try to hire transport. He then went on to say his wife house bound and had been for over two years. We offered to put on transport, which could take the wheelchair and the family. Following a request from Dad, the transport details have been emailed to him.

This family had not responded to the invite when we chased we realised gran had been poorly and had refused to go into hospital because she needed to stay at home to look after her daughter and grandson and with all this going on had not really looked at the invite. We spoke to her and explained what was happening and gave her time to speak to her family and asked her to ring to say yes or no. She rang and said yes please, we put on transport, which could take the wheelchair and send out with a pre-paid 1st class envelope the MCF. Gran said she “can’t remember the last time they had gone out as a family”.

The Royal Berkshire Hotel near Ascot hosted the event for young carers and their families from the North West. It was a lovely afternoon giving everyone the opportunity to learn something new but also to share their experiences of living with MS. The beautiful hotel grounds and sunshine were also enjoyed by the young carers.

Thank you also goes to John Pohorely (MS Specialist Nurse) who joined us for the afternoon to talk to families and share his expertise



Money to Stay in Education

WHAT IS THE 16 TO 19 BURSARY FUND?

- A bursary (or grant) is money that you don't pay back
- You need to be over 16 and still 18 on 31st August before the school/college year starts

HOW CAN THE MONEY BE USED?

- Travel
- Lunch in the canteen
- Course costs (books, special clothing, trips)
- You could also ask for money for University interviews

WHO SHOULD APPLY?

- If your parent/s are unemployed
- If you received free school meals in Year 11
- If your family income is around £20,000-£25,000 or less
- If your circumstances change you can apply again

WHAT'S DIFFERENT FOR CARERS?

The school/college may expect 100% attendance, so they need to know if your caring responsibility might make this difficult. Don't wait for a problem to happen. Look for a space on the form where you can add extra information. If there isn't a space, attach a message saying you are a member of Surrey Young Carers.

Each school/college decides who gets help and how much, but the money should reach students most in need of financial support. We hope that carers will be put at the top of the list. Ask as soon as you start college for an application form and their help to complete it. Forms to apply for money are never simple! Do it right away!

Remember this is a very rough guide, for 2017-2018 only. If you have problems staying in education because of your caring role, contact us at syc@actionforcarers.org.uk or 01483 568269.



Top tips for iPad



This guide provides specific tips to help you support your child to use their iPad safely and responsibly. With the rise of tablets in schools, it is important for you to understand how to help your children with these devices. If your child uses their tablet in school, make sure you are aware of the school's policy for acceptable use. For general advice about safe use of tablets, read our **How to Stay Safe Guide**.¹

The Basics

What do young people do with iPads?

iPad users can browse the internet, play games, listen to music, research things for school, go on Instagram, email, take pictures and videos, and watch TV and videos.

Are there parental controls?

iPads are equipped with parental control settings on the device, but these need to be activated. All children are different and as a parent or carer you need to think about what would help your child stay safe when using their iPad.

How do I find the iPad parental control settings?

Parental control settings for the iPad are all in one place. In **Settings**, select **General** and then **Restrictions**. To switch on parental controls, click on **Enable Restrictions** and then decide and set the **Restrictions Passcode**. Then select **Off** for the functions you wish to disable. These include options to disable the internet browser and set up age restrictions for apps.

5 safety tips for the iPad

1. Communicate safely

While they don't allow texting and calling in the same way as phones, these devices do provide a wide range of communication channels – instant messaging apps, social networking, video calling, chatting to other players in games and emailing to name a few. Talk with your child about how they use their iPad to communicate. Encourage your child to think about what they say, send or post when using their device; once it has been sent, they are no longer in control. The internet is the same whether accessed through a tablet or from a computer – so internet safety rules like the **SMART rules** apply to the iPad too.²

There are tools available which can block some communication apps. For example there are parental control settings on the iPad to disable the following functions:

- » **FaceTime**: a video calling app
- » **Ping**: an instant messaging app

- » **Multiplayer gaming**: In the Game Centre app on newer iPads you can play games against friends and strangers from around the world. You can invite someone by sending a friend request using their nickname or email address, then they will appear in the Friends List in the Game Centre. You can choose settings to prevent Multiplayer Games and Adding Friends. Find the parental control settings and in the **Game Centre** section select **Off** for **Multiplayer Games** and **Adding Friends**.

To manage which other apps your child uses to communicate, read our next section where you can learn how to prevent your child using apps at all, or from downloading new apps.

2. Think about apps

Familiarise yourself with the iPad App Store (iTunes) so you know what apps are like and what apps are out there.³ There are sections in the App store for 'Education' and there is a Family tile under 'Games'. There are also apps available which help with parental controls or filtering age-inappropriate material. Every app will have an age rating and customer reviews. It's worth remembering that app age ratings are provided by the app developer so may not always be equivalent to standard ratings such as the **BBFC ratings for films**⁴ or the **PEGI rating for games**.⁵ Decide with your child which apps are suitable for them to download and use.

On the iPad there are parental controls which can help you:

- » **Ensure your child can only download age-appropriate apps**: You can set access permissions based on age rating. In the parental control settings, go to the **Allowed Content** section and select **Apps**. Then you can select the maximum age rating allowed. Another option is to choose **Don't allow apps**, which will hide all apps except those on the iPad automatically, such as Safari, Maps and iPod.
- » **Prevent 'in-app purchases'**: In-app purchases often occur in games, but young people may not be aware this is a 'real money' purchase. You will be asked to enter your iTunes Store Account password to make an in-app purchase, but be aware if you are on an older operating system (before the 4.3 iOS update) there is a 15 minute window where purchases can be made without re-entering the password. To prevent in-app purchases go to the parental controls and select **Off** for **In-App Purchases**.

3. Surf the internet safely

Like all tablets, the iPad has internet access, and users can browse the web using Safari. In the same way that some parents choose to use filters on computers, there are many options for limiting internet access. You can speak to your home internet provider to see if they have any options for filtering internet access. Look at our how-to tutorials to see how you **set up parental controls** onto your hub so they cover all devices in the family.⁶ If you have signed up to a 3G contract, you could speak to your mobile operator about filtering options. There are also some apps designed to help filter web access. However, filtering isn't always 100% effective and should not replace a conversation between parents/carers and children about safe and responsible internet use and knowing what to do if something goes wrong. See the **FAQ about internet access** in our **How to Stay Safe Guide** for more information.⁷

There are parental control settings to disable the following iPad functions:

- » **Safari**: To prevent your child going online, you can disable the Safari internet browser (like Internet Explorer or Google Chrome on a computer)
- » **Restrict Specific websites**: If you want more control on what your child does or sees online, you can block certain websites that you have deemed inappropriate for them. Go to **Restrictions** and click on **Websites** and add new if you would like to add a website to block.

4. Understand access to Music, Films and TV

On the iPad, the iTunes Store allows you to purchase music, films, TV programmes and music videos. Some of this may not be appropriate for children (and there may be costs) so there are some settings which can help with this (though note that these settings only work for content at the iTunes Store, not all content available online).

On the iPad there are parental controls which can help you:

- » **Set age restrictions for TV, Films and Music in the iTunes Store**: Find the parental control settings and select the maximum age ratings you wish to allow for **Music and Podcasts**, **Movies**, and **TV Shows**. It is a good idea to select your country in **Ratings**, as ratings do vary from country to country.
- » **Prevent your child downloading films, TV or music in the iTunes Store**: Find the parental control settings and select **Off** for iTunes. This setting switches off iTunes Store so that your child cannot download any new Films, TV or Music. They will still be able to access content which they have uploaded from an iTunes account on a computer; you can change the settings on iTunes on your computer as well, setting up age restrictions or disabling the iTunes Store.

5. Protect personal information

Most users have a lot of personal information stored on their devices, including photos and videos, and they may also have automatic logins set up for email, social networking and bank accounts.

- » **Set a passcode**: It is always a good idea to set a Passcode, so that if someone does steal or find your iPad then they can't access any personal information you may have stored on it. In **Settings** select **General**. Then select **Passcode Lock**. In **Require Passcode** you can select how long your iPad should wait before locking. By selecting **Erase Data** your iPad will delete all data after ten attempts at the passcode (although young people may wish to switch this **Off** if they are worried friends might do this as a prank!).
- » **Prevent your child from sharing their location**: Location services allow applications such as maps and social networks to pinpoint your location. You can disable Location services on iPads by going to the parental controls and selecting **Off** for **Location**. Newer iPads have more tailored settings. You could, for example, disable location services for Facebook but allow your location to be used in Maps so you can find out where you are. Have a look through the different options and decide what is appropriate for your child. By then selecting **Don't allow changes** this locks the app-specific settings you have chosen and would prevent any new apps from using location services.

Further Information

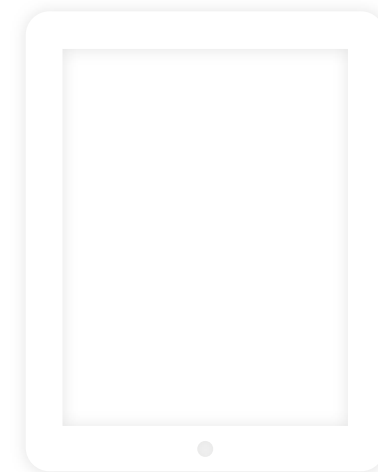
Check out the websites of your mobile provider to see what support they provide.

Find out about apps in the iPad App Store:

<https://itunes.apple.com/gb/genre/ios/id36?mt=8>

Read Apple's advice about iPad parental restrictions: <http://support.apple.com/kb/ht4213>

For up-to-date information on online risks and practical advice for parents, read the hot topics section on the Childnet website: www.childnet.com/parents-and-carers/hot-topics



1 Safer Internet Centre: <http://tinyurl.com/lk4355c>
2 Kidsmart rules: <http://tinyurl.com/ku7jrn7>

3 iTunes Appstore: <http://tinyurl.com/bfnc4cu>
4 BBFC: <http://tinyurl.com/2cvhwv>
5 PEGI: <http://tinyurl.com/da3s8g>

6 How to set up filtering: <http://tinyurl.com/d626y74>
7 Safer Internet Centre: <http://tinyurl.com/lk4355c>



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Alone and unsupported: why student carers need more help



Becky Hammerton, a second-year college student, has been a carer since the age of nine. She looks after her mum, who was injured in a traffic accident, and her dad, who has mental health difficulties.

Living at home means she has a two-hour journey to college in Winchester, where she studies animal management and applied science. On her days off, she juggles university work with shopping, paying bills, cooking and providing emotional support for her parents.

The National Union of Students (NUS) estimates that between 3% and 6% of the student population are carers. Despite the hard work, support is patchy and depends on individual universities. People in full-time education also aren't eligible for carer's allowance, the government benefit for people providing significant amounts of unpaid care.

"Caring for my parents on my days off, as well as trying to do my uni work, is hard work," Hammerton says. She tries to do coursework when she has time at home but often ends up working on the coach to uni. "I can't fit in the extra research my lecturers recommend we do and it's impossible to do all the assignments, everything at home and the extra work."

Hammerton says she is lucky to have a support worker at college who knows her story. But she has friends at other universities who have had trouble getting the support they need, and says some have dropped out as a result.

Paige Steers, who is about to graduate from Bolton University, says that being a carer for her dad and older brother also affected her grades at college. She even had to suspend her final year of university when she was struggling.

Steers' brother is deaf and has learning disabilities. One time when he had to go to hospital, Paige stayed overnight to translate what the doctors were saying into sign language and to keep him calm – and she missed an assignment as a result. "I emailed the tutor and explained the situation – thankfully, he gave me an extension," she says. "But I know of situations where tutors haven't been understanding. They say your work must come first, but that's not always true."

"On the whole, in higher education there isn't a lot of support for young carers," says Steers. One of the main problems is a lack of awareness, she says, pointing out that very few universities have a young carers policy: "If you're a young person who is looking after an adult or sibling, then it's not recognised or not taken into consideration."

Christopher John Nation, known as CJ, cares for several family members while working as a DJ and studying for a degree at the weekends. He says many people don't understand what life is like for student carers: "There is little support available at university, there isn't much awareness." He says this is down to fewer carers actually making it to university, "as they've not received support from an early age while in education".

Susuana Amoah, women's officer at the NUS, says flexible learning would help. This is already practised by some institutions, where student carers are able to adapt their studies and timescales to fit in with their caring commitments.

The NUS is also lobbying for universities to provide bursaries to student carers. NUS research found that two-thirds of student carers regularly worry about meeting basic living expenses, so taking away some of that financial strain would help.

For Autumn Beard, who has cared for her stepfather and sister since she was 10, going to university didn't seem feasible. But with support from her college, she started looking and saw that Sheffield Hallam University offers support to people who have caring responsibilities, such as mentoring, tailored financial advice and bursaries. "It gave me that extra push to go for it," she says. Now, she's finishing the end of her first year as a nursing student.

It's an example of how greater awareness and support can make a real difference to student carers who want to go to university. Beard gets regular newsletters from the university GP service, with details of support available and carers meet-ups. She hasn't used the service yet, but says "you know there's going to be someone there if you need someone to talk to".

Similarly, Steers thinks support from a counsellor or peer support groups could help student carers feel less isolated: "As small as it seems, it is a big help just to get things off your chest."

And, despite the challenges, there are signs that things are changing for the better. Earlier this year the NUS passed a policy to create a new section of the organisation for student parents and carers, and Amoah is hopeful that this will lead to two part-time NUS representatives, with their own committees and campaigns.

More support can't come soon enough. "We've done a lot for the system, by saving money for the government, and we're spending our time and losing some of our childhood to care for the people we love," says Hammerton. "And then we lose out on an education – it just doesn't seem fair."



Jointly is an app that was created by Carers UK to make caring a little easier, less stressful and more organised. You can use this app on your own or share it with other people who are involved in caring for one person. There are lots of different functions within this app and it's totally free!

Profile: Store useful information about the person you care for and anyone in your Jointly circle can access this information.

Messaging: Keep in touch with everyone in your Jointly circle with messaging and pictures.

Task list: Keep on top of things with task lists. You can assign tasks to anyone in your circle and monitor its' status.

Calendar: Create specific events and invite anyone to it, including people outside your circle. This can be linked to your personal calendar.

Medication: Keep track of current and past medication. You can see today's medication with the dose and time it should be taken.

Contacts: Have the right contact details all of the time. You can share these in your circle.

I am being bullied



If you are being bullied it's important that you tell someone you trust.

- It doesn't matter what colour hair you have; what trainers you are wearing; how you speak; how you walk; how you talk – it is not your fault if you get bullied. We are all different in some way and that's what makes us amazing
- Whether you are a boy or a girl, old or young, big or small – bullying makes you feel rubbish and it's okay to be upset about it. The important thing is that you tell someone about it.
- If you feel you can, talk to a teacher you trust or a family member. If you don't want to do that you can always call **Childline 0800 11 11** or visit www.childline.org.uk.
- Write down what happened, when it happened, and who was involved. If the bullying is online, keep the evidence – save or copy any photos, videos, texts, e-mails or posts.

- It can be tempting if you are being bullied to take revenge – for example to send a horrible message back to someone; to try and embarrass and hurt the other person, or to fight back. This is not a good idea – you might end up getting in trouble or get yourself even more hurt.
- Think about other ways you can respond to bullying. For example, practice saying ‘I don’t like it when you say that/do that – Stop.’ Think about other people who can help you if you are being bullied – this could be other classmates, or a teacher.
- Only spend time with people who make you feel good about yourself. If someone constantly puts you down they are not a real friend/ boyfriend/ girlfriend and not worth your time.
- Be kind to yourself, and do things that make you feel good, relax and make new friends. You might make music; write lyrics; draw cartoons; dance; act or join a sports club. This is your life so make sure it’s the best life possible – don’t let anyone bring you down.
- Remember to respect other people! Just because someone is different to you and your friends – that doesn’t mean you are better than them or have a right to make them feel bad. If you mess up, say sorry. You don’t have to be friends with everyone – but you should always make it clear that you don’t like it when people bully others, and stick up for people who are having a hard time.

**You are
AMAZING
just the way
you are. 😊**

5 ways to use your **POWER FOR GOOD**

-  **Consider the impact of your actions**
-  **Choose love over hate**
-  **Embrace difference**
-  **Watch out for others**
-  **Speak up**



USEFUL WEBSITES AND INFO

WE WANT TO HEAR FROM YOU!
PLEASE SEND ARTICLES TO
lisa.roberts@actionforcarers.org.uk



SYC now tweets! Follow us
[@SYC_YoungCarers](https://twitter.com/SYC_YoungCarers)
come and see what we are up to!