

Impact Report

1 April 2021 to 31 March 2022



Message from our CEO

During 2021/22 our team of staff and volunteers worked with carers as part of an in-depth carer engagement review to develop our new strategy (add link or ref on print version).

Our crystal-clear vision is to bring the day forward when unpaid carers are seen, heard, and included. Using the six core aims: Be connected, Be the early offer, Be present in the community, Be partners, Be the experts in carers and Be consistent and creative, this report highlights the impact we, as a charity, have already forged in the first year.

As always, I am humbled by the dedication and passion of our staff, volunteers, and partners we work with. I can sense the enthusiasm to support carers at every corner, which is truly inspiring. This energy leaves me in no doubt, that we are doing our level best to support family and friend carers in West Sussex.

Sonia Mangan, CEO

Our values

As part of the strategy development, there was also some work around re-establishing the values we hold as an organisation. We wanted to set some solid guiding principles so everyone within Carers Support, and externally, knows the 'rule book' on how we best serve carers in West Sussex.



We are focused

Putting carers at the heart of everything we do.



We act together

Working with and for carers, the communities they live in and the people that can make a difference to them.



We are leaders

Working with each other to find potential and opportunities across all communities, enabling carers to be identified and involved.

General impact highlights



More than **32,000 carers** are registered with Carers Support West Sussex and during the year we worked directly with at least 25% (7,707) of those carers often working on two or more issues.



We kept more than **14,000** registered carers informed about **flu and COVID-19** vaccination programmes.



Six out of ten of our staff and volunteer team are themselves carers.



4.9% carers engaged with are from **ethnic minority groups**, an increase of 1% on last year.



We rolled out a new project, Making Carers Count, with partners across Sussex and Carers Trust to increase the depth of working with these groups over the next couple of years

We have helped carers to stay connected meeting them where they are on their carer journey

Our target is to provide direct support for at least 4,000 carers every year and during the year we supported **7,707**.



Our volunteer **Digital Champions** helped **57 carers** become more digitally-connected.



The Young Adult Carer Service received **65 new registrations.**



The volunteer **Check in and Chat** telephone befriending service provided **26,330 minutes** helping **66 carers** feel more socially connected.

Carer contact

We found that carers are supporting family and friends with a variety of issues. The breakdown of our direct carer contacts included:

1,945 People with long-term health conditions

1,745 People with dementia

1,268 Parent carers supporting their children (all ages)

786 People with physical conditions

131 Young adult carers

633 Older people and/or people with frailty

643 People with a mental health condition

315 People with learning disability

215 Autistic adults

131 People with drug and/or alcohol issues

532 carers

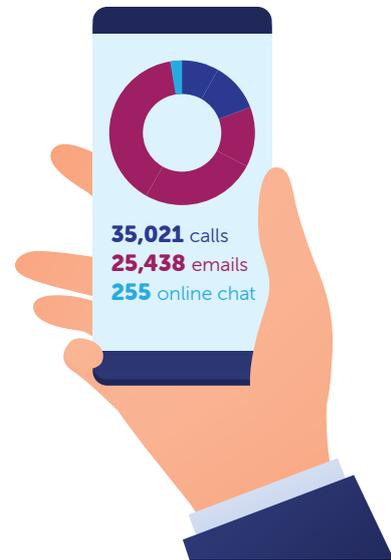
connected with, and received counselling from us.



“ Oh yes counselling has helped! I was going round and round in my life. I have lots of friends to talk to but it’s been important to have someone from outside who doesn’t know me. It’s been life changing. My counsellor has been amazing. ”
Catherine, who received support from the counselling team.

We are the early offer for carers

“ I found talking to a wellbeing worker reassuring and knowing there was help for me if I needed it made me feel better and not alone. All the information has been valuable and has reassured me and put my mind at rest. ”
Alex, who received support from the carer response line.



We aim to be the early offer for carers and this year we registered **4,222** new carers which is an **11% increase** in number of carers registered.

Our response team provides an **initial point of contact** for carers via phone, email, and an online chat service. It supports carers when they need help. **35,021** incoming and outgoing calls were made. **25,438** emails were exchanged, and **255** carers used the online chat facility.



800 full statutory, and **1,604** light-touch, carer assessments were completed – to gauge how caring is affecting carers’ lives.



1,034 carers were supported to be more independent through the provision of **£68,932 in grants for small equipment**.



575 Carer Emergency Contact Cards, which combine a carer contingency plan, and offers and discounts for carers, were distributed to registered carers from July 2021 onwards.

“ Since having the card I’ve been more confident to leave my husband for short periods of time, such as going to the shops or a quick coffee with a friend. ”
Michelle, who has the Carer Emergency Contact Card.

We are experts in working with carers who are the experts in caring

To listen and include the expert knowledge from carers, the Carers' Voice Network was revisited. This network provides a platform for carers keen to voice their opinions about a range of carer topics and currently hosts **20 members** who have so far helped with...

- Carers' Week Carers' Rights' Day
- Being part of interview panels for carer facing roles
- Sharing a case study for a Government White Paper on Social Care Reform (working with Carers UK)
- Meeting with the local MP to discuss the impact of the bill for carers within their constituency
- Sharing carer story case studies as part of Carer Awareness Training
- Sharing stories for local media
- Taking part in short online polls to form part of commissioned carer reports
- Helping with the One Big Day Event held in April 2022
- Co-designing 'Be the Voice' Training



Provided **£521,000 in wellbeing and hardship grants** to 1,702 unique carers. 95% of carers say the funds have helped them feel **less anxious or stressed** about their caring situation; and 94% say they have helped improve their **health and wellbeing**.



Managed a **Carer Welfare Benefits' Service**, funded by WSCC, since March 2021, advising on **£1,406,954** in additional annual income for carers, supporting 737 carers.



We gave **6,870 carers** a £50 supermarket voucher to **help with essentials** during a time of rising costs..

“ I was given time to explain my situation and difficulties, given various options and scenarios and advised about reductions and benefits which my parents are entitled to which I will definitely pursue. ”
Penny, who received information from our Carer Benefit Adviser.

We are consistent and creative in everything we do



95% of carers stated the hardship grant helped them feel less anxious about their financial situation.



Grant funding, We achieved over **£590k** to pilot new projects, partnerships and services during the year.



Volunteers have contributed an incredible **223,840 minutes** of volunteering which is +30% contribution compared to 2020/21.

Carer contact

To strengthen our support of carers wherever they are on their journey we have introduced the Carer's Star. Together we explore areas of a carer's life which may be affected by their caring role and create a personal plan with actions established to help achieve their goal.

- 68 staff trained to use the Carer's Star with carers
- 2 'Intro to coaching' sessions with 39 attendees
- 13 carers identified to receive 1:1 coaching support



Marcomms stats



New website visits
66,951



Social media posts
1,440



Carer emails sent
105



Carers' Events 24
Carers' Week events
and 6 Carers' Rights
Day events

We are present in the community



569 carers have been supported to be better connected through accessing **online carer groups**. This connection enabled carers to connect with others in the caring community at a time when face to face events were not possible.



The hospital team supported **1,031 carers** with hospital discharge and ongoing referrals.



We have raised the awareness of carers with NHS colleagues through the delivery of **42 carer awareness training sessions**, facilitated both on site and remotely.



10 carers accessed our **new culturally empathic and/or linguistically appropriate counselling service**. Each carer was matched with a counsellor with appropriate skills and experience to support the carers' diverse needs.

“ The group I attend is very helpful. I like to be with people who seem to be dealing with the same sorts of problems as myself. It makes me feel less isolated. ”
Sunita, who attends an online support group

We have worked in partnership with others



We currently collaborate with **229 partner organisations** to deliver the support carers need.



Worked with **WSCC Young Carer Team** and **Sussex Clubs for Young People**. Collaboratively delivering term-time weekly young carer groups and 12 holiday activities across five areas of West Sussex.

The 2021/22

Stay Well This Winter campaign

was funded by Sussex CCG and run with partners Care for the Carers, Amaze, and The Carers Centre Brighton & Hove. The campaign resulted in increases of **+12% in carer registrations**, **+48% in carer re-engagement**, and **+10% increase in professional referrals**.

83% of carers took positive vaccination action because of the campaign.



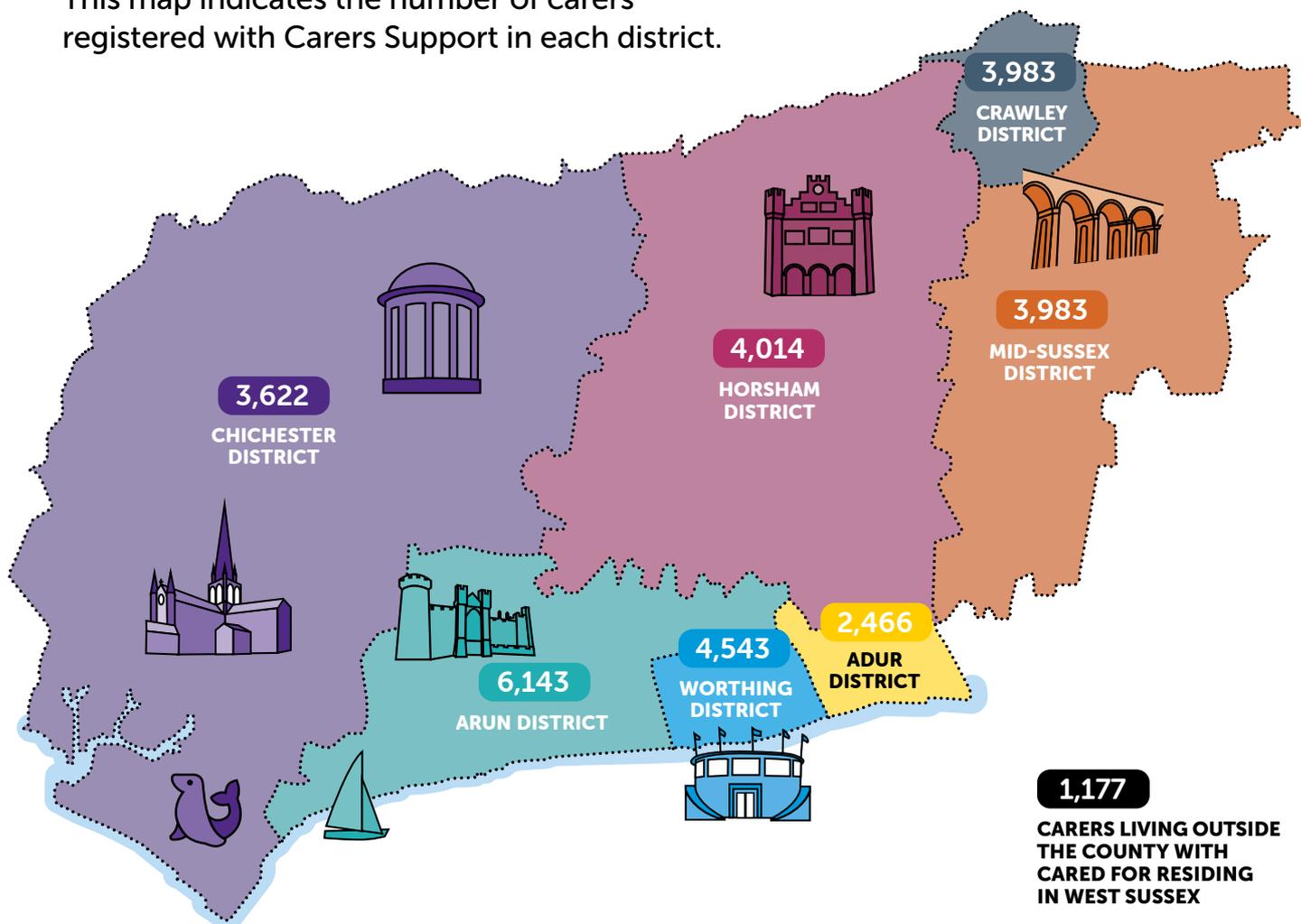
Service on your doorstep

This moment in history for Carers Support West Sussex witnessed many changes, not least as a result of the post-pandemic world.

Another change was the decision to progress the organisation into one of a locality-based service. What does 'locality based' mean? The intention is to deliver a well networked and

supportive approach for each carer in the city/town or village in which they live. It is about having a richer and deeper presence within each district of West Sussex, providing local solutions to family and friend carers. The aim of this community-centred approach is to stimulate local partnerships with various stakeholders, coupled with working towards our vision of bringing the day forward when unpaid carers are seen, heard and included, at a local level.

This map indicates the number of carers registered with Carers Support in each district.



How to keep in touch

Visit www.carerssupport.org.uk

Email info@carerssupport.org.uk

Call 0300 028 8888

Follow our social media channels to stay up to date with wellbeing information and groups:

 facebook.com/CarersWSussex

 [@carerswsussex](https://twitter.com/carerswsussex)

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