



**Carer  
Support  
Wiltshire**



**carerstrust**  
a Network Partner

# Social Impact Report 2017 - 18

## Who cares?

Illness, disability, old age; there are many reasons why three in five of us will look after a loved one and become carers at some point in our lives.

Becoming a carer can affect personal finances, social life, education and employment, and general health and well-being. Who cares? 7 million people in the UK do and over 47,500 are here in Wiltshire.

*“I’m not a carer. I’m just looking after my friend.”*

## How we make a difference – carer outcomes 2017-18



## We care because you do

**2,348** carers contacted us for support

**2,086** went on to have an initial assessment and received tailored information and advice

**12,307** carers are registered with us

We support **20** carers for the cost of every individual carer financially supported by the local authority.

For every £ we received in income **72p** was spent directly on carers.

*“I felt very alone before and overwhelmed.”*

## About us

Carer Support Wiltshire is a local charity that supports all carers, including young carers and young adult carers. We help them to access services, information, education and training, respite, and breaks from their caring role.

We ensure carers have a voice that is heard and work with health and social care professionals and employers to raise carer awareness and develop best practice.

Our aim is to create carer friendly communities where carers are recognised, valued and supported.

We work towards a future where:

- Carers have better health and well-being;
- Carers can make choices about their caring role and access the right support and services for the person they care for;
- Carers’ needs, their voices and the contribution they make to society are recognised and valued.

# Foreword

Carer Support Wiltshire faced a critical year in 2017-18 from which we have emerged fitter and more resilient:

We successfully tendered to supply services for all ages of carers in Wiltshire. Building on the basic principle of reaching out to identify and recognise more carers, staff will now be community based. We will work with Youth Action Wiltshire to deliver the breaks for young carers. And we are investing in improved communications and digital tools.

We continued to prioritise quality, and were awarded the PQASSO level 2 marque. We have also upgraded our policy framework and procedures ready for GDPR.

Our first ever annual appeal, Time For Carers, reached its target of **£25,000** in 2017. Thanks to the generosity of the people of Wiltshire, businesses and local trusts and foundations, we are now offering funded respite to carers.

Our pilot project with the Royal British Legion strengthened our presence among military and veteran communities and we built strong partnerships which directly benefit carers.

Our advocacy for carers bore fruit during the year with the signing of the NHS England Carers' Memorandum of Understanding (MoU) which was adopted by the Wiltshire Health and Wellbeing Board and the appointment of our first patrons, local MPs Dr Andrew Murrison and Claire Perry.

Thanks to the committed staff and volunteers who have worked so hard for carers this year. My thanks, too, to the Board which has showed strong leadership.

*C. I. Hurford*

**Catharine Hurford**  
Chief executive



J cares for his wife who has complex physical health issues, osteoarthritis, and has had a stroke leading to short term memory loss and falls. J felt that his wife was not getting the support she needed and he took it all on himself. Finding time and allowing himself a break was proving hard and J was experiencing very high levels of stress and frustration.

With help from us he now has a regular break for three hours a week which he is using to enjoy his old hobby, fly fishing. When told, J was over the moon:

*“This has come at just the right time for me – thank you so much for this good news. You don’t know how much difference this will make to me”.*

## Outcome one: Carers have improved physical health, mental health and wellbeing

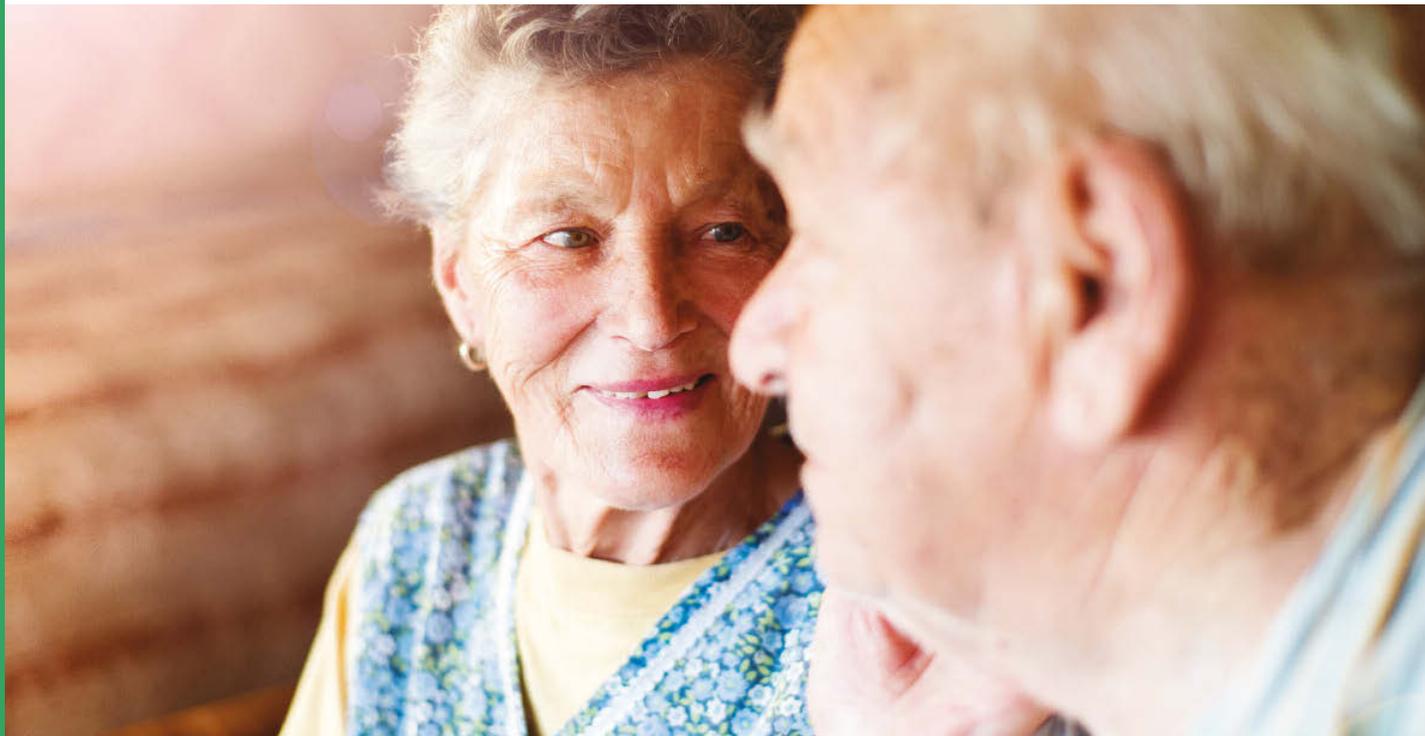
Caring for someone can have an impact on a person’s physical and mental wellbeing. We work hard to ensure carers are supported throughout their caring role and able to access services that will enable them to look after themselves as well as the person they care for.

We provided **1,750** (2017: 1,718) short breaks for carers and administered **1,745** (2017: 1,697) Prescription Breaks to carers identified by their GP surgery as in need of a break.

*“I feel I can carry on - I was starting to feel that I couldn't do it any longer”*

The success of our Time For Carers Appeal has meant we have already been able to provide breaks for four carers, including a regular swimming pass for B. It may be just an hour at a time, but for B it makes all the difference and he’s now feeling healthier and happier and more able to cope with his caring role.

After our help carers reported **2,152** positive wellbeing outcomes including feeling happier, less isolated and with reduced levels of stress. They were also safe, more able to look after their own health and do the things they wanted.



## Outcome two: Carers are empowered to make choices about their caring role and to access support and services for themselves and their cared for person

Information giving is at the heart of our service provision, enabling carers to make the right choices for themselves and the people they care for. Our skilled staff are adept at making every contact count whether it is through telephone contact, face to face in the GP surgery or in a group or training setting.

Some of those choices can be hard and 46 carers were unable to continue in their caring: we supported them to access the services that would help them.

We signposted **1,760** (2017: 1,625) and referred **710** (2017: 831) carers to specialist services.

**94** carers reported that they were more able to care.

*“A tremendous difference knowing I can leave the home far more than one hour at a time and know my husband will be cared for.”*

**4** young adult carers were given the help they needed to make that difficult transition to leave home and go to university.



Kerron, 18 cares for his Mum who suffers from poor mental health and physical disabilities, and her partner, who also has a physical disability. With a love for animals and the outdoors, Kerran enrolled on an Animal Management and Care Diploma course at Lackham College. But despite his love of the course, Kerran began to struggle with studying alongside his caring role and feared he would have to find employment after college rather than continuing his studies at university.

But for Kerron, having Carer Support Wiltshire step in and provide 1-1 support has given him the confidence and tools to decide to continue his studies.

*“I honestly wouldn’t have done it without them, helping me apply to courses and fill out forms for bursaries and funding. I really didn’t think we’d have the money to do it.”*

Kerron has now been offered a place on an Animal Science and Management Foundation Course, and is looking forward to the future.

February saw our nomination for carer of the year at the Wiltshire Life Awards take centre stage. On receiving the award, Danielle Hewer, a young adult carer and volunteer with CSW, said:

*“I feel better about myself and the award has given me a renewed sense of what I can achieve.”*

## Outcome three: Carers have the best financial situation possible, and are less worried about money

Through an initial assessment we ask carers whether they are worried about money: **424** carers said they always or frequently did.

We signposted or referred **420** carers to Wiltshire Citizens Advice and its carers project.

We helped **24** parent carers apply for grants for household equipment and breaks.

We obtained **£12,244** in direct grants for carers.

Following our work, **143** carers, and **40%** of those receiving grants, reported an improvement in their finances. **80** carers reported they were more able to arrange their own breaks.

*“The information I received was really helpful and led to us applying for the Attendance Allowance. You don’t know about this sort of thing otherwise. Being registered with CSW means I have back up when I need it.”*

## Outcome four: Carers needs, and the value of carers, are better understood in Wiltshire

In September, we were co-signatories with the Wiltshire Health and Wellbeing Board to the NHS England Carers’ MoU and were key partners in the development of the Wiltshire Carers strategy and implementation plan (formally adopted in May 2018).

We also celebrated and recognised carers with activities on Young Carers Awareness Day, Carers Week and Carers Rights Day in the regions hospitals, GP surgeries and colleges.

As part of the **Working for Carers** initiative we continue to work with local employers, supporting them to improve the identification and recognition of working carers. It has **34** corporate members representing **19,761** employees.

*“We are proud to be part of this scheme as we want our employees who have caring responsibilities outside of their job role to feel as supported as possible, which hopefully eases some of the pressure they may be under.”*

*“The afternoon tea has made Carers' Week 2017 really memorable. It feels as though the value of my caring role is underlined.”*

Our **Investors in Carers** GP accreditation scheme continued to grow in strength and **49** out of the county’s **54** GP surgeries registered for the awards scheme in 2017.



## Outcome five: Carers influence services

The importance of enabling carers to influence the design and effectiveness of the services that they need to use cannot be underestimated. We facilitated the Wiltshire Carer Involvement Group (WCIG) which represents a wide range of Carers aged 18+. The group made a significant contribution towards ensuring that the voice of carers in Wiltshire is heard and their needs understood and met. Topics discussed this year included the development of Carers in Wiltshire Joint Strategy 2017-22 and the recommissioning of carer support.

Young adult carers also joined focus groups and provided feedback on our plans for the all-age carers services tender and enhancing our digital support.

*"I really feel more involved in my community and more confident in my own skills."*



Joy cares for her mum. She contacted us for emotional support when she found the constant responsibility of caring for her mum exhausting.

*"CSW have been fantastic. They were able to help me access the support I needed so that someone could come and sit with mum for three hours a week. It gives me space and time for myself."*

*"Sometimes you are faced with life or death situations and it can be very scary and you need to talk to someone who understands. Sometimes I feel isolated with no one to think about other than mum and that can get quite intense."*

*"CSW were there for me when I needed to talk. Although sometimes it can be challenging, there is nothing better than feeling you did your best for your mum, and if it is possible, I would encourage more people to do the same."*

*"When you give something of yourself, you benefit as well as the person you are caring for."*

Our work in the acute and community hospitals has expanded with additional funding from Zurich and Salisbury Local Area Board. We have continued to provide training on carer awareness to staff and our volunteers supported over 600 carers, identifying and signposting them to information and services.

*“A son playing Scrabble with his mother, a young lady in the far corner by the window, afraid she may not be able to accept her place at University. Neither of these people had come to the Hub for information around caring, yet both of them needed it. It’s a special place.”*

Chris who volunteers at the Carers HUB at RUH.

## Social Impact

Raising awareness of carers and their value to our communities underpins all our work.

We have continued to provide training on carer awareness to staff and volunteers in hospitals, hospice, children’s centres, colleges, Black, Asian and Minority Ethnic and health and wellbeing local area board events.

Our Working for Carers programme is expanding across the UK and we have welcomed Birmingham and Worcestershire to the Working for Carers family.

We have also shared our work with NHS England, as it refreshed the carer toolkit for the NHS England Transformation Plan for Sustainability and Transformation Plan areas.

Supported by strong communications we are a lively presence on social media and a partnership with the Wiltshire Gazette and Herald has seen regular features around our work and the lived experience of being a carer. A regular blog highlights subjects ranging from self-care to disability parking from various authors including volunteers and carers.



# Financial summary

Carer Support Wiltshire is 87% funded by income from the improved Better Care Fund (iBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, together with a variety of grants, donations, trading activities and some investment income.

- The total income for the year was £1,246,519 (2017: £1,276,003)
- Deficit across all funds of £17,194 (2017: £14 surplus)
- Total funds decreased slightly to £484,561 (2017: £501,755)

## Summary of Financial Performance

The Statement of Financial Activities for the year ended 31 March 2018 shows a net deficit across all funds of £17,194 (2017: £14 surplus), being the difference between total net income and expenditure across individual funds.

Total income decreased by 2% compared with the previous year mainly due to lower income from trust and foundations received in this year. Our grant income totalled £86,958 (2017: £117,203) from the Carers Trust, Big Lottery, Zurich and Wiltshire Community Foundation. It is worth noting that the award of the Community Covenant funding (£61,000 a year for two years) was delayed into the next financial year. Our donations and legacies grew slightly to £19,430 (2017: £18,141), driven by our fundraising appeals.

While our expenditure decreased slightly by £12,276 (0.9%), the benefits of the recent investment in flexible working bore fruit as our direct charitable spend increased to 72% of our total income (2017: 70%). Support costs fell by £22,687 over 2017's figure to £338,532, and this included a £13,000 increase in staffing costs for temporary specialist support to help with contract transition and GDPR. Direct other costs fell by £16,223 over 2017, though staffing costs rose by £21,146. Work associated with the tender and VAT meant governance costs rose. Funding for transition and GDPR costs, ongoing in 2018-19, has been agreed by Wiltshire Council.

Carer support and development staff levels fell slightly due to the ending of a fixed term contract and a recruitment freeze ahead of the confirmation of the new contract. Our administration staff levels stayed broadly similar. Carer support staffing gaps through the transition period were filled using flexible bank staff ensuring our delivery remained broadly in line with trend.



# Excerpt from the audited accounts of Carer Support Wiltshire

## Statement of Financial Activities Year ended 31st March 2018

### CARER SUPPORT WILTSHIRE

#### STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account) YEAR ENDED 31 MARCH 2018

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
<b>Income from:</b>					
Donations and legacies	4	10,768	8,662	19,430	18,141
Charitable activities	5	1,004,807	178,944	1,183,751	1,207,510
Other trading activities		4,435	9,556	13,991	14,200
Investments		5,103	-	5,103	5,780
Other		23,581	663	24,244	30,372
<b>Total</b>		<b>1,048,694</b>	<b>197,825</b>	<b>1,246,519</b>	<b>1,276,003</b>
<b>Expenditure on:</b>					
Raising funds	6	1,306	-	1,306	1,814
Charitable activities	7/8	1,060,590	201,817	1,262,407	1,274,175
<b>Total</b>		<b>1,061,896</b>	<b>201,817</b>	<b>1,263,713</b>	<b>1,275,989</b>
<b>Net income / (expenditure)</b>	11	<b>(13,202)</b>	<b>(3,992)</b>	<b>(17,194)</b>	<b>14</b>
Transfers between funds		(5,841)	5,841	-	-
<b>Net movement in funds</b>		<b>(19,043)</b>	<b>1,849</b>	<b>(17,194)</b>	<b>14</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		334,756	166,999	501,755	501,741
<b>Total funds carried forward</b>	18	<b>315,713</b>	<b>168,848</b>	<b>484,561</b>	<b>501,755</b>

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## Balance sheet

### CARER SUPPORT WILTSHIRE

#### BALANCE SHEET AT 31 MARCH 2018

	Note	2018 £	2017 £
<b>Fixed assets</b>			
Tangible fixed assets	13	6,004	2,975
<b>Total Fixed Assets</b>		<b>6,004</b>	<b>2,975</b>
<b>Current assets</b>			
Debtors	14	21,426	21,776
Cash at bank		532,075	538,156
<b>Total Current Assets</b>		<b>553,501</b>	<b>559,932</b>
<b>Liabilities</b>			
Creditors falling due within one year	15	(74,944)	(61,152)
<b>Net Current Assets</b>		<b>478,557</b>	<b>498,780</b>
<b>Net Assets</b>		<b>484,561</b>	<b>501,755</b>
<b>The funds of the charity:</b>			
Unrestricted general funds	18	315,713	334,756
Restricted funds	18	168,848	166,999
<b>Total charity funds</b>		<b>484,561</b>	<b>501,755</b>

You can obtain a full copy of the Annual Report and Accounts by calling 01380 871690, or by downloading from our website [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

# Thank you

Carer Support Wiltshire is a charity and relies on funding from Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, companies, trusts, charities and many others to make a difference to the lives of carers. Thank you to all of them for their support.

We are proud to work in partnership with the Carers Trust, network partners across the South West and local charities and organisations who help us to support carers. Thank you to them.

Thank you's must also go to our amazing volunteers, staff and trustees who are passionate and committed to supporting carers here in Wiltshire.

## Reach out with the Community Connections Appeal and help us to raise £25,000 to break the cycle of loneliness

A report from The Jo Cox Commission for Loneliness and Carers UK shows more than 8 in 10 (81%) surveyed unpaid carers described themselves as "lonely or socially isolated" due to their caring responsibilities.

Help us to provide the breaks carers need to spend time with family and friends – to enjoy hobbies and activities in their communities – to feel part of other people's lives.

**For every £5 you donate we can help a carer take a break and enjoy some 'me' time.**

**£25** would help a carer enjoy a complementary therapy

**£50** would mean time to enjoy a hobby or learn a new skill

**£100** would buy a refurbished laptop to help a carer stay connected

Find out what we're doing to support carers and how you can help at [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)



# Get involved

**We are local charity who rely on the generosity of people who want to make a difference.**

**Make us your Charity of the Year:** Your business or community group could help us to support more carers

**Make a donation:** Big or small – it will make a real difference to those who need it

**Fundraise:** Run a marathon, host a bake sale or Zumba through the night.

**Corporate partnerships:** There are lots of ways your business can support CSW, from sponsorship, advertising in our newsletters, volunteering or team fundraising challenges.

**Volunteering:** We are always on the lookout for people to join our friendly team. Contact us to find out about the opportunities available.



*"Being supported as a young carer has really helped me in so many ways. I have made lots of great friends and had some incredible experiences that I would never have had, as well as having lots of emotional support."* Phoebe, who is a young carer helping to look after her sister.

## Contact us

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