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"I joined CSW a year ago and have been inspired by the passion and commitment of the staff and volunteers. I am privileged to lead the steering group of volunteers and staff for our new Courage2Care service which supports military carers in Wiltshire. As a carer too I know how vital our work is to sustain lonely and vulnerable people in our community."

Liz Brown - - Trustee

JUDY WALKER, CHIEF EXECUTIVE



Dear volunteers, it is now a year since I joined Carer Support Wiltshire, and in that time, I have been tremendously impressed by the commitment and contribution made to carers in the county through your involvement with us. I thought I'd do a recap on some highlights in the year:

- Our team of Community Connectors have continued to raise the awareness of carers in their areas to the support and services we offer
- Our new Courage to Care service for military carers really got going, with meetings with welfare leads on bases, two carers cafes set up, a stand at the Armed Forces weekend in Salisbury and a volunteer Ambassador helping promote this service. Since it started at the end of 2018, 100 carers in the military have been in touch.
- We've continued to provide assessments of carers on behalf of Wiltshire Council, and supported young adult carers. A video made with young adult carers 'stole the show' at the GP Accreditation Scheme awards in July.
- We've worked in partnership with Youth Action Wiltshire to provide respite and activities for young carers, and we have given talks in schools and colleges to students and staff.
- Our Volunteers portal is having an overhaul – 2020 will see a new and improved website for volunteers and we commit to a thank you event and on-going support.

So, on behalf of Carer Support Wiltshire, can I thank you for all the support you have given in 2019, and in turn, the support we have all provided to carers. Carer Support Wiltshire achieves far more than we could ever do because we have volunteers like you on our side.

I wish you a merry Christmas and a peaceful new year

Volunteer Ambassador



Bernice, on the right, was already active within her local community and attended various charity events and the local (Warminster) community Area Board. She already had a good network of people who were promoting the wellbeing of unpaid carers. Bernice, who is no longer a carer as her husband passed away heard about the volunteering opportunity through a friend who attended a group talk.

"I relied heavily on similar organisations in Cornwall in 2002 when my husband was first ill. Going from home-based 24 hours a day caring, through hospital visiting to Care home visiting means you go from 'very busy' to 'bare walls and nothing to do'. Due to my experience as a carer, and some difficult times, I was angry and started to go to local Care Groups so I could learn how the system works and eventually tried to improve things. I am very glad to enjoy the social experience, and the satisfaction of seeing carers get help and relax."

Bernice's role as a Carers Champion/Ambassador helps to ensure that the profile of CSW is raised in the Warminster community area so that we can provide support to more unpaid carers. She achieves this by:

- Making regular contributing articles to her local newspaper.
- Giving radio interviews, linking with your GP surgery, attending carer cafes to help provide social support
- Attending local area board meetings and local Health and Wellbeing group meetings
- Putting posters up in the local area, linking up with local events to tell more people about CSW support
- Linking up with our Communications Officer, for publicity materials, newsletters and other information.

The unpaid carers Bernice regularly see comment 'how lovely to see you and thank you for helping me'.

My volunteering role with CSW has developed and expanded in to a Carers' Champion for the whole town, and I love to hear from people looking after others with a wide range of conditions."

If this story has inspired you to you to become a Carers Champion/ Ambassador in your local community, please get in touch with Lindsey Millen ;lindseym@carersupportwiltshire.co.uk or call 01380 908041

New Projects

CSW is continually developing new ways to support carers from all backgrounds and through different circumstances. Here are four of our new projects that support carers throughout Wiltshire and one in Dorset.

Courage to Care - Courage to Care is a service specifically aimed at families in Wiltshire with someone serving in the Armed Forces. According to the Army Welfare Service the majority of those looking after loved ones within the Armed Forces community may not be aware that help is available or may not even consider themselves carers. Courage to Care was made possible thanks to a £130,000 grant from the Armed Forces Covenant Fund. The service works with a network of trained support officers and volunteers from within the military community. It can help carers develop new skills, provide opportunities for accredited training and work experience and also offers support through regular support groups and carer cafes.

YAC Project - If someone is aged between 18 and 25 and looks after, or helps to look after, someone who couldn't manage without their help then they are a young adult carer. This group of carers can face unique challenges, specifically around further education, training and employment. They may be caring for a parent, sibling or grandparent and may have been doing so from a young age – this can have placed a huge responsibility on young shoulders and, subsequently, some young adult carers may suffer with their mental health. Our Young Adult Carer Team supports this group with advice on everything from accessing support for their caring role to getting to college/university. We also host cafes and days out where young adult carers can meet up and talk to a member of the support team.

Return to Work - Our Returners Programme was launched in October 2019 and aims to help carers that want to return to work. Many people give up work in order to care for a loved one and can find it difficult to return once they're ready. They may have lost confidence or their skills might need updating. We're helping carers to overcome barriers to employment. Carers can register at <https://www.carersbacktowork.co.uk/> and they will receive access to specialist training and other resources. They can also join one of our one-to-one cohorts which will offer face-to-face training and advice. We're also working with employers in Wiltshire, helping them to connect with carers and fill vacancies and also advising on how to create a carer-supportive work culture.

Working for Carers - Working for Carers is a membership and accreditation scheme for employers. Being a member is an opportunity for employers to demonstrate their commitment to corporate social responsibility and a positive and proactive approach to staff wellbeing, equality and diversity. Nearly 1 in 8 workers is a carer and close to 70% have quit work or reduced their hours due to the stress of juggling work with care. This can often happen at the point in people's careers when they are most experienced and valuable. Supporting carers in the workplace is good for business – it improves staff retention, reduces absence, increases productivity and improves morale. You can find out more on the website - <https://workingforcarers.co.uk/>

Carer Support Dorset - On 21 November 2019, carer Support Wiltshire was awarded a new contract to deliver services in Dorset. Carers in Dorset will be provided with information, advice and support to carers of all ages, unpaid carers across the county where the person cared for is over 18. Based out of Ferndown, Carer Support Dorset covers the whole of Dorset and offers a Freephone number (0800 368 8349) with a friendly team at the end of the line ready to support you, as well as extensive information on the website www.carersupportdorset.co.uk.

Volunteer Team



Cathy Shahrokni –Great Western Hospital Volunteer Co-ordinator

Lindsey Millen – Volunteer Recruitment Co-ordinator (left image)

Vince Danaher – Volunteer Manager (right image)

- ❖ Cathy works 1 day a week and solely out of the Great Western Hospital, a funded project to increase awareness of CSW services, signposting and support for carers in Wiltshire. (funded by Zurich Community Foundation Trust)
- ❖ Lindsey works 15 hours over three days to develop new volunteer roles and promote locally, regionally through various Medias.
- ❖ Vince is full time and manages our 80 volunteers from induction, in role, to gaining feedback and coodinating the carers cafes.

If you would like to speak to any of the Volunteering team, please call 01380 871 690 or email

cathys@carersupportwiltshire.co.uk

lindseym@carersupportwiltshire.co.uk

vinced@carersupportwiltshire.co.uk

Iford Manor Gardens



Vince and I organised a lovely thank you to our volunteers on 5th June with afternoon tea and an early evening tour of the gardens at Iford Manor. Volunteers attended from across the county, individuals supporting CSW at; Carer Café's, RUH Hub, Creative Carer Cafes, Events and Talk and Support.

Delicious scones, the stunning gardens, an entertaining tour guide and a very friendly cat all made for a memorable visit and everyone we spoke to said they'd enjoyed it. A great way to say thank you during Volunteers Week to everyone who volunteers for us!

What some of the volunteers said about the event.....

Thank you for arranging a wonderful trip to Iford Manor, which I enjoyed so much. Also, thank you for the extra pieces, the transport

Rosemary – Carer Café and RUH Hub volunteer

I thought it was a great way of meeting up with the other volunteers for the first time in a beautiful, relaxed and enjoyable setting. The image above is also credited to Dave, Thank you.

Dave – Volunteer photographer

Many thanks for organising such a marvellous trip. I enjoyed every minute and can't remember when I have had such a good day out. It was such a wonderful place with a charming host. Please thank everyone concerned.

Chris – Volunteer

We hope to run another event in June – Volunteer Week 2020. Thank you to all CSW volunteers. Your support is vital.

New volunteer roles – Fancy a change ?

Community Fundraiser

CSW is a charity supported and funded by; Wiltshire Council, charitable trusts, local grants, gifts in kind and volunteers to name but a few. We are hoping to develop locally based fundraising, supported by volunteers in the communities of Wiltshire.

Called Community Fundraisers, this volunteer role is new, and if successful, will be rolled out county wide. As a Community Fundraiser you will not only raise essential funds that will have a direct impact on the daily lives of unpaid carers. Working alone or as a group of fundraisers you will be supported by Rachael Demery, Community Fundraising officer. Our Volunteer Community Fundraisers will support the development of relationships with community groups such as; Lions Clubs, Cadets, U3A, WI and Rotary Clubs to name but a few

Talk Service Volunteer

If you are comfortable talking to a group or public speaking, you could join our talk team delivering talks about caring and the CSW services available. You will be provided with training and a script that contains the very latest information. The role would be supporting our communications team and our Community connectors based in a local area. For both the Fundraising and talk team roles you should be friendly, approachable and have good communication skills. Confident speaking to groups of people this volunteer role will give you the opportunity to develop your confidence and life/work skills.

GP Surgery volunteer

There is a brand new position at Burbage surgery volunteering alongside the Carer's Lead. The specifics are not written in stone but a general feel is that the role would encompass supporting at surgery carer clinics and visiting carers at home who can't access the clinics due to their caring role or other commitments. Would you be interested in this role? Full training and support is available.

Carer Involvement

If you are a carer and would like to help Carer Support Wiltshire shape services in Wiltshire then please get in contact. We are hoping carers can share their experiences of being a carer and ensure they get their voice heard with service providers and decision makers. Tell us your story, come to meetings and follow us on social media;

Twitter; @carerswiltshire

Facebook; /carerswiltshire

**If you are interested in any of the roles above, please get in touch with Lindsey Millen;
lindseym@carersupportwiltshire.co.uk or call 01380 908041**

Your Say.....

VOLUNTEER QUESTIONNAIRE

Once a year, a Volunteer Questionnaire is issued to you all to gain views, feedback and comments on your volunteering experience with CSW. The results this year have identified key areas that Vince and I can improve and areas that we can celebrate.

Key findings in the 2018 were that volunteers felt appreciated and respected. However, there were gaps in how volunteers felt they were given feedback while in their roles.

If you have not been receiving the questionnaire, please email Vince vinced@carersupportwiltshire.co.uk or call 01380 819626 and he will add you to the distribution list.

Your views are valued and we would welcome more volunteers responding to the annual questionnaire. Issued annually in INSERT DATE

VOLUNTEER CASE STUDIES

Just like Bernice's story on page 2, case studies of volunteers and their roles supporting CSW really inspire new volunteers to join us; giving time, empathy and skills to support staff, carers and established volunteers. Case studies give a real insight in to your volunteer role, in your words and the impact you have on those that you support.

I need your help and feedback to tell others how rewarding volunteering is, why your got involved with CSW and what difference it has made to you, those carers you support and CSW.

Key questions;

- What attracted to your volunteering role?
- What difference has volunteering made to you?
- What impact has it had on your life? Practical – new skills, Emotional – confidence, Social – meeting people.
- What impact does your volunteering role have on the people you volunteer with?
- Has volunteering led you onto anything else? A new job, an interest in helping other organisations and communities?
- What has surprised you and why do you continue to volunteer?

If you can help and complete the questions above, please get in touch with Lindsey Millen; lindseym@carersupportwiltshire.co.uk or call 01380 908041