



Carer Support Wiltshire

Social Impact Report 2015 - 16

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About Us

Carer Support Wiltshire (CSW) is a local charity supporting carers in Wiltshire.

A carer is anyone who cares, on an unpaid basis, for a family member or friend who cannot manage without their support.

We help carers to access support, services, education and training, and breaks from their caring role. We ensure carers in Wiltshire have a voice in policy making and planning for services, and we work with health and social care professionals and employers to 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

We are pleased to present our first Social Impact Report. In this we seek to answer some important questions – what are we actually trying to do, and does what we do make any positive difference for carers in Wiltshire? These are pretty key questions for any charity at work today.

This year with carers, staff, trustees and key external stakeholders, we reviewed our mission and the difference we seek to make. This work was funded by the Cabinet Office and led by external consultants who benchmarked it against national and local policies and research showing the value of supporting carers.

CSW's Social Impact Report 2015-16 is based on quantitative data collated during the 2015-16 financial year and qualitative data provided by carers using our services from October 2015 to

the end of March 2016. The resulting information has helped us refine our services and identify those delivering the best outcomes.

The report helps us begin to answer our key questions by showing how well we are achieving our mission: that all unpaid carers in Wiltshire are supported, have a voice in policy-making and that their contribution to the community is valued.

This report also presents some of the wider impacts of our work across Wiltshire's health and social care services.

C. I. Hurford

Catharine Hurford
Chief executive

Making a positive difference

3,770 carers contacted us in 2015-6.

2,239 had not sought help from us before. **1,531** came back for more support as their caring role changed.

We completed **2,313** proportionate Care Act compliant initial assessments which led to an average of **3** positive wellbeing outcomes for each carer.





Outcome one: Carers have improved health and well-being

Carers tell us that they are rarely able to take a break from the caring role and often feel low/depressed or tense, tearful or anxious.

- ✓ Our support workers help carers to access tailored information, advice and support.
- ✓ Our GP surgery based carer clinics were attended by 616 carers. Held in tandem with health checks, 44 carers were given help for previously undiagnosed health conditions.
- ✓ 457 carers joined one of our carer led Carer Support Groups held in various locations cross the county. 455 carers received one to one support.

- ✓ Our counsellors delivered 215 hours of counselling. 84 carers were referred to other therapeutic services.
- ✓ Skilled volunteers provided ongoing additional emotional support over the telephone.
- ✓ Creative groups, complementary therapies, Carer Cafes and days out provide many carers with a much needed break from their caring role.

Carers report feeling supported, better informed, less isolated, more confident, more in control, happier, appreciated and less stressed after these services.

“I now do not feel so alone and a great weight has been taken off my shoulders.”



How do you feel?
Frequency of the wellbeing outcomes created by CSW interventions, as reported by carers, 2015-16

Outcome two: Carers can make choices about their role and access appropriate support and services for their self and the person they care for

We helped:

- 303 carers to receive a Wiltshire Council-funded service such as respite and direct payments.
- 18 carers to obtain £7,389 in direct grants from external trusts.
- 794 carers by making referrals for specialist support that would help them in their caring role.
- 1,538 carers access the agency that best met their needs.



Mrs Q who is 78, cares for her 85-year-old husband. They live in a remote rural area with poor transport. Mr Q is housebound but Mrs Q really wanted to be able to leave the house to go shopping and see friends sometimes.

A CSW support worker helped them apply for and obtain Wiltshire Council funding for someone to keep Mr Q company while Mrs Q went out, and help with transport. They signed up to an emergency card – so a plan was put in place for Mr Q if anything happened to his wife. Finally, Mrs Q's GP arranged for a prescription break for Mrs Q.

“I am so very happy - this will make such a difference. I just want to be able to go to Marks and Spencer for myself without having to rush or to be worried all the time and spend some time and maybe my prescription break money too! Thank you very much,” said Mrs Q afterwards.

“A growing number of our employees are also working carers and as such we saw this as an ideal opportunity to help support these individuals by taking advantage of CSW resources, such as their training courses and events. We are proud to work alongside such a worthwhile charity that makes a real difference to so many carers across Wiltshire.”

- Dawn Moir, Partner of
Goughs Solicitors

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

We have:

- ✓ Put 487 carers in touch with specialist financial advice from the CAB carers project and enrolled 14 carers on our money mentoring service
- ✓ Made 9 referrals to foodbanks
- ✓ Made 39 Time Out grants through the whole year
- ✓ Obtained £7,389 in grants for 18 carers
- ✓ Processed 1,757 prescription breaks enabling carers to access £50 to use on a day out or a treat. Some have their hair done, or enjoy lunch out.

“I don’t have any family support so having someone in the corner for you is amazing. It’s like an angel flew in.”



Outcome four: Carers' needs and value of carers are better understood in Wiltshire

The Carer Hub in Bath's RUH atrium opened in September 2015. Working with partners from the RUH, the Friends of the RUH and BANES Carers Centre, this initiative is staffed by trained volunteers. It provided information for 291 carers from Wiltshire in its first six months, is a useful resource and reminder to staff of the importance of viewing carers as equal care partners.

Carer Support Wiltshire trained 767 health and social care professionals in carer awareness.

Our annual GP awards evening in July celebrated the achievements on the county's 55 practices in supporting carers. An astounding 29 achieved the top gold award, with 2 receiving silver and 3 bronze. The number of people registered as carers with the participating surgeries has risen

markedly through the year to 7,334.

Our work with young adult carers, supported by the Carers Trust funding, has focused on building aspirations. With our support two have joined Princes Trust programmes and another is going to university. We identified and put 74 young carers in touch with specialist support.

National figures show 1 in 9 employees is a carer with 1 in 5 of those thinking of giving up or reducing their working hours. We launched Working For Carers (W4C), a regional business membership community and accreditation scheme. Developed with the help of start-up funding from the Triangle Trust, its aim is to create a more carer-aware workplace, for the benefit of members, their staff and local communities

Outcome five: Carers influence services

CSW empowers and enables carers to have their say and influence policies and service provision. Carers influenced services through our joint work with Healthwatch Wiltshire, and its review of dementia services and Carers in Crisis report. Carers sat on CSW and Wiltshire Council recruitment panels as well as on the Suicide Reduction Group, Safeguarding Adults and Learning Disabilities boards. The Wiltshire Carer Involvement Group (WCIG), made up of carers representing diverse caring experiences and concerns has influenced:

- The draft Wiltshire Carer Partnership Strategy 2016-2020
- The appointment of Cllr Sheila Parker, Portfolio Holder for Adult Care including Learning Disability and Mental Health, as WCAG chair
- The review and monitoring of the carers emergency card.

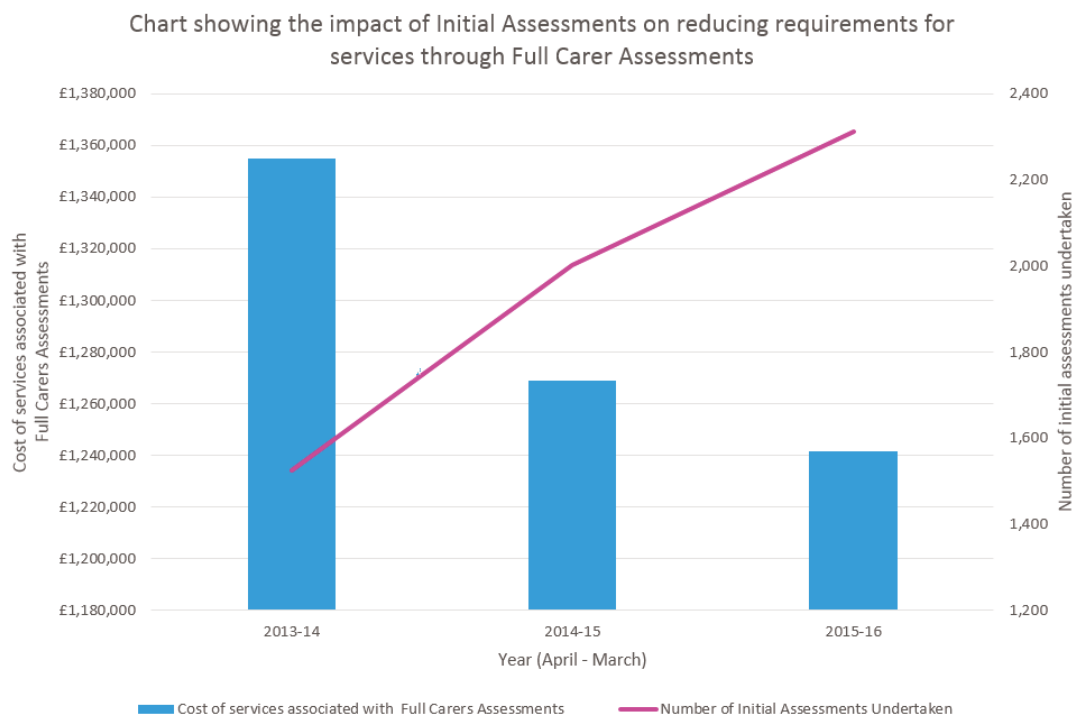
"After 2 years I feel the group is coming into its own. I find it lively and valid!"



Wider impacts

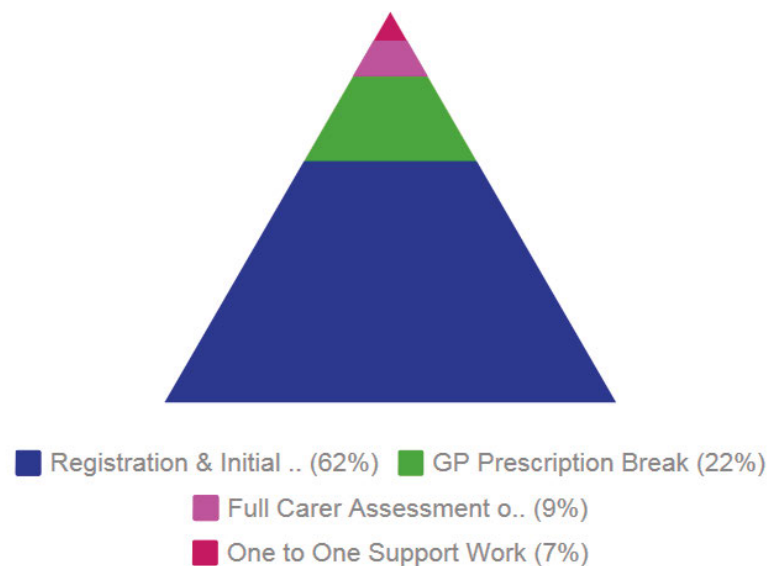
CARERS were at the heart of the biggest change in social care legislation for 60 years in 2015. The Care Act 2014 came into force on 1 April and, with the Children and Families Act 2014 for young carers and parent carers of disabled children, gave carers parity of esteem with the person they care for. It embodies prevention and a whole family approach, giving carers new rights.

We changed the way we delivered our services. In partnership with Wiltshire Council and carers, we developed a new model based on identification, early intervention and a simpler single point of access to support. Demand rose and, by the end of March 2016, 10,815 carers or around 23% of the known carer population, were registered with us – up from 9,239 a year earlier. Our evidence shows the cost effectiveness of an early intervention for carers:



Comparing numbers of carers receiving various interventions, 2015-16

Relative numbers of episodes of work



Comparing proportionate take-up of different services 2015-6

Our Wiltshire Home from Hospital service ran to March 2016. During 2015-6, we received more than 1,150 referrals, helped 767 people leave hospital, supported 401 people in the community with volunteers and identified 155 carers. 85% patients said they felt safe and secure in their own home on discharge and 99% were living independently after 3 months.

NHS data showed a 5.4% reduced attendance at A&E, 10.3% reduction in readmission rates and 10% reduction in length of stay saving health and social care commissioners £160,000 in one year.

Financial summary

Carer Support Wiltshire is funded mainly by grant income from a Partnership Agreement with Wiltshire Council and NHS Wiltshire Clinical Commissioning Group.

It also receives a variety of grants for specific projects, from funders including the Cabinet Office, the Big Lottery, the Carers Trust, the Triangle Trust and the Centre for Sustainable Energy.

Some sales income is now generated by our new Working For Carers scheme for employers. We are also grateful for the many donations and small grants we receive. We invest our reserves in a variety of interest bearing accounts and bonds, which also generates a small income.

In the last financial year, we increased our reserves by £10,478. Most of this increase was to our restricted funds, which are used to fund ongoing charitable activities as specified by our funders. Some of the increase was to our unrestricted funds, which can be used as the trustees see fit. The level of our free reserves is just above the minimum we would need to wind up the charity leaving no creditors, which is our duty under charity law.

We have continued to keep costs under tight management, increasing efficiency in many areas.

Through internal restructuring, two management level posts were lost, while capacity within the support team was increased. Improved use of IT and changes in working practices led to efficiency gains in administrative functions.

The Partnership Agreement with Wiltshire Council and NHS Wiltshire Clinical Commissioning Group has been extended to March 2017. Proposals on the future of the agreement are currently being considered by the procurement board before it makes a recommendation to Cabinet. This has forced us to consider the many possible scenarios for our future that might result from decisions in the council. We have taken time to model all these possible outcomes, and are confident that in each case, it is possible to develop a budget and plan that would enable the organisation to survive, albeit with considerable restructuring in the worst scenarios. The trustees are therefore satisfied that the organisation can continue as a going concern despite the uncertain future.



Excerpt from the audited accounts of Carer Support Wiltshire

Year ended 31st March 2016

Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Income from:				
Donations and legacies	2,849	370	3,219	3,527
Charitable activities	5,550	1,343,854	1,349,404	1,236,047
Other trading activities	3,910	3,853	7,763	7,368
Investments	5,361	-	5,361	2,497
Other	912	6,718	7,630	10,840
Total	18,582	1,354,795	1,373,377	1,260,279
Expenditure on:				
Raising funds	1,160	-	1,160	848
Charitable activities	16,002	1,345,737	1,361,739	1,233,323
Total	17,162	1,345,737	1,362,899	1,234,171
Net income / (expenditure)	1,420	9,058	10,478	26,108
Transfers between funds	-	-	-	-
Net movement in funds	1,420	9,058	10,478	26,108
Reconciliation of funds:				
Total funds brought forward	194,440	296,823	491,263	465,155
Total funds carried forward	195,860	305,881	501,741	491,263

Balance Sheet

	2016 £	2015 £
Fixed Assets		
Tangible fixed assets	4,208	13,660
Total Fixed Assets	4,208	13,660
Current Assets		
Debtors	281,073	326,398
Cash at bank	544,863	527,880
Total Current Assets	825,936	854,278
Liabilities		
Creditors falling due within one year	(328,403)	(376,675)
Net Current Assets	497,533	477,603
Net Assets	501,741	491,263
The funds of the charity:		
Unrestricted funds	195,860	194,440
Restricted funds	305,881	296,823
Total Charity Funds	501,741	491,263

You can obtain a full copy of the Annual Report and Accounts by calling 01380 871690, or by downloading from our website carersinwiltshire.co.uk.

Thank you

Carer Support Wiltshire is a charity and relies on funding from Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, companies, charities and many others to make a difference to the lives of carers. We thank the following for their support during the financial year:



We also thank St. James' Trust and the many supporters of our work who have made smaller grants and donations.

We are proud to work in partnership with CAB, Spurgeons, Healthwatch Wiltshire, Age UK, Alzheimers Support and Society. Thank you to them and the many other organisations, employers and community groups we work with.

Thank you to our volunteers who provided 3,036 hours of support last year. We are delighted their service has been recognised with the South West regional Marsh Award going to Viv Bass. Viv, pictured, is a carer for her husband and knows more than most about the importance of getting support. She provides telephone support and runs cafes for carers in the community and Salisbury District hospital.

Viv said: 'I hope this award will encourage more volunteers. It can be very lonely and isolating being a carer and any extra help and support from a volunteer is usually welcomed with open arms.'

We would also like to thank our staff and trustees who have worked so hard to support carers well through a year of exciting change as the new Care Act came into force.



Get involved

We hope this report has inspired you and that you will want to join us in our aim of ensuring Wiltshire carers are well supported.

- Are you interested in volunteering? We have a host of opportunities. Visit our website to find out more.
- Are you an employer? Find out how Working For Carers can help benefit your business and your local community. Visit www.workingforcarers.co.uk.
- Corporate partnerships help us to make a difference with charity of the year partnerships, employee volunteering, sponsorship and team fundraising challenges. Talk to Helen Pearson to find out more.
- Would you like to make a donation? For every £10 you donate we could provide an extra relaxing break for a carer. Visit our website or send a cheque to the address below.
- Become a Friend of CSW and help us meet the financial challenge of continuing to provide services for all carers as numbers rise and public finances are squeezed. Contact Helen Pearson for more information.



Contact us

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