



## COMMUNITY PARTNERS



## COMMUNITY NETWORK



Carers Careline is a registered charity number 1106747

# ANNUAL REPORT 2023-24

# Carers Careline

providing support for unpaid carers

"Thank you so much for caring - you are a great support network - so grateful to you all"

"You do a great job and it's so good to have local support"

"The easter event was brilliant. I had a lovely morning and it was so good to see everyone. What made the event even more special to me is that I met a lady who I had not seen for 25 years!"

"Thank you for your call - you are a breath of fresh air!"

"What a lovely thing to do! Out of the blue, to get a phone call and be referred to the scheme... and then receive money!"

"We got the vouchers - not only one £75 voucher but 3! I am over the moon thank you so much for your help"

"Thank you so much, I am so glad I came up, I feel better talking to you"

"This group really keeps me going - if I miss it, I really notice it"

"Just to say thank you for all your support given to me during the loss of my mum - You all do a wonderful job!"

Carers Careline support the unsung caring heroes of our community who through love, compassion and resilience, care for loved ones, family and friends to enable them to live independently. The team have worked hard over the last year to strengthen both carer and community connections. Finding practical solutions for carers and providing emotional support.

Over the last financial year the organisation registered 22 new carers. Through our Telephone Support service we connected to carers 3,525 times through calls, emails, texts, letters and cards - an increase of 10% on the same activity last year. Our Form Filling service continues to grow with an increase of 25% in appointments booked. Through this service we secured 6 blue badge permits, 6 attendance allowance and 2 PIP awards, over the year

We know that many carers find it challenging to leave the person they care for. This is reflected in the numbers of carers who attend support groups and drop-in. Attendance at our events however has increased by 10%. The organisation holds events every quarter for the carer and the person they care for. In 2025 we intend to hold an event every other month and invite local community organisations and speakers. Community collaborations and local networks are key in extending our limited resources. We will continue to strengthen them.

Attendance to the Bereavement Group service has grown by 47% this year and our Counselling service continues to provide a steady source of additional support. Since we launched our Respite service in 2022 we have referred 23 carers for breaks, 14 breaks have been booked with over £4000 worth of accommodation gifted. We also plan to develop and grow our Respite service provision by working closely with a local care provider.

We are a very small team of part time staff and volunteers who deliver Carers Careline programme of services and are very proud of what we have achieved over the year supporting unpaid carers with kindness, compassion and practical support.

We look forward to continuing to be able to support our aims as a charity to promote the health, mental and emotional wellbeing of unpaid adult carers in the local community for many more years to come.



### TELEPHONE SUPPORT

Keeping connected  
2094 calls out  
584 emails  
366 texts  
138 letters and cards  
343 calls in



### DROP-IN

Info, signposting  
& support  
216 drop-ins



### EVENTS

For carers and the person they care for

- AGM
- Xmas Coffee Afternoon
- Winter Warmer
- Easter Chocolate Tombola
- Summer Cream Tea



### SUPPORT GROUPS

Meeting others,  
creating a support  
network  
38 groups  
229 attendees



### KEEP FIT

Promoting  
mental health  
and wellbeing  
393 attendees  
43 sessions



### COUNSELLING

Immediate referral for  
additional support  
34 sessions  
8 service users



### FORM FILLING

Navigating social  
services  
74 appointments  
161 hours

NEW CARERS: 22

# Careline

providing support for unpaid carers



### BEREAVEMENT GROUP

Supporting individuals  
to overcome loss  
128 attendees  
12 groups



### RESPIRE

Vital breaks for  
unpaid carers  
3 referrals  
8 breaks



### STAFF



### VOLUNTEERS



### TRUSTEES

### GRANTS: £79,377

£35,000	The National Lottery Community Fund
£26,677	Heart Of England Inclusive Communities
£10,000	RBC VCS Scheme
£4,000	Worcestershire County Council Public Health
£2,000	The Harry Payne Trust
£1,200	The Grimmitt Trust
£500	Magic Little Grants

INCOME: £84,256

EXPENDITURE: £79,360

### DONATIONS: £3,088

Inner wheel, Redditch Round  
Table, Asda, Redwing  
Solutions, carer and  
individual donations

### FUNDRAISING: £1,791

Keep fit, raffles, tombola's and  
events