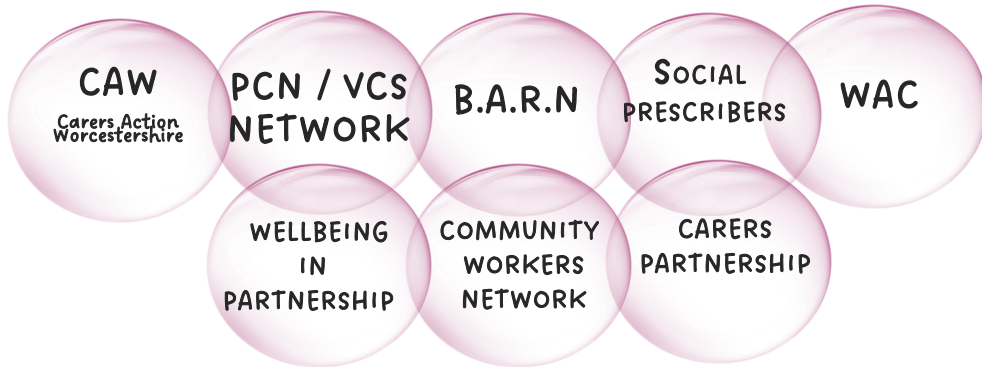




COMMUNITY PARTNERS



COMMUNITY NETWORK



Carers Careline is a registered charity number 1106747



ANNUAL REPORT 2024-25

Carers Careline

providing support for unpaid carers

Carers Careline is dedicated to supporting the unsung heroes of our community: the individuals who, through love, compassion, and resilience, care for loved ones, family, and friends, enabling them to live independently at home. Over the past year, the team has successfully focused on strengthening both carer and community connections, consistently providing practical solutions and critical emotional support.

Our team has achieved significant results this year, starting with a funding initiative for carers and those they care for. The team facilitated over 150 referrals to the Worcestershire Advice Network, securing cash vouchers funded through the Household Support Fund and delivered by Age UK. In excess of £14,000 in cash vouchers was directly awarded to carers and those they care for through this project which will continue this year into next.

We successfully launched our new service, Carers Connect, a dedicated WhatsApp group that offers enhanced connection to our organisation, to other carers, and to the wider community, sharing real-time updates on events, schemes, and opportunities.

Working in partnership with the Family Fund, we brought the Worcestershire Carer Support Programme grants to life making over 230 calls, sending numerous emails, texts, and WhatsApp messages, to ensure eligible carers could access this vital opportunity. As a direct result, just under 100 of our carers secured more than £41,000 in grant awards.

Demand for our Respite Service has risen significantly, with referrals increasing by 475% this year, the uptake of carer breaks growing by 25%. Through our Community Partnership with Carefree, we will be funding bi-annual breaks from the new year.

We greatly value our ongoing collaborations with local community organisations and supermarket community champions. Their sponsorship and active participation have been integral to enriching our events with valuable knowledge, expertise, and lived experience.

As a small team of staff, volunteers and trustees, we are immensely proud of the collective impact we have made this year, supporting unpaid carers with kindness, compassion, and practical action when it matters most.

"Thank you for all that you do, it's marvellous!"

"You're a God send. Any advice I need, I always come to you. God bless you all for what you do."

"Thank you very very much for thinking about me, no one ever has taken such much care and attention to try and help me out."

"The break gave me the chance to totally relax with a friend and enjoy time for myself without anyone relying on me. I came home feeling more positive and ready to resume my caring role.."

"It is so nice to speak to someone that understands what I am going through."

"Thank you so much for supporting me with the Blue Badge application, there was no way I could have done it myself."

"Thank you to everyone for the newsletter - I look at them from top to bottom, so useful."

"I'm going to love this group because all the information is going to be in one place."



TELEPHONE SUPPORT

Keeping connected, promoting mental health, personalised calls.

1381 calls out
800 emails
441 texts
203 letters and cards
263 calls in



DROP-IN

Info, signposting and support

199 drop-ins



EVENTS

For carers and the person they care for

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



GROUPS

Meeting others, creating a support network, promoting mental health and wellbeing

82 groups
625 attendees



CARERS CONNECT

Real-time connection with the team, other carers and the community

59 joined
95 signposts

NEW CARERS: 22

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FORM FILLING

Navigating social services

35 appointments
76 hours
5 attendance allowance
3 blue badge



COUNSELLING

Immediate referral for additional support

48 sessions
8 clients



BEREAVEMENT GROUP

Supporting individuals to overcome loss

12 groups
128 attendees



RESPIRE

Vital breaks for unpaid carers

23 referrals
10 breaks

STAFF



VOLUNTEERS



TRUSTEES



GRANTS: £71,064

£35,000	The National Lottery Community Fund
£20,000	People's Postcode lottery
£10,000	RBC VCS Scheme
£3,000	Worcestershire Community Foundation
£3,064	Worcestershire County Council Public Health

INCOME: £78,591

EXPENDITURE: £81,773

DONATIONS: £4,997

Glastonbeoley, Frank Russon, Freemasons, Home Instead, Individual donations

FUNDRAISING: £2,530

Verraco Lounge-Aid, Keep-fit and raffles