

Sheffield Carers Centre Annual Review 2017/18



It has been a great year for us and we would like to thank our staff, volunteers, partners and stakeholders for their hard work

helping us to support an amazing 2,431 carers this year.

But, we could do so much more by working together. If you are new to Sheffield Carers Centre, welcome. We hope we can find ways to build a productive partnership to support more carers in the year ahead.

There about 60,000 carers in Sheffield. Many of them do not recognise that they are providing care for someone and that, as carers, they may need support themselves. According to research by Carers UK in 2015, **the value of carers' contribution to the health and social care system of Sheffield alone is £1,186 million.** It is a core part of Sheffield Carers Centre's work to identify and register carers so that they can receive information and quality services.

Reaching new carers

We reached an **extra 1,496 carers - an increase of 35% on the previous year.** We achieved this by going out to 71 community events, delivering information sessions to 400 professional workers and increasing our reach on social media.

By April 2018, we had **9,880 carers on the city-wide Carers Register.**

We provided them with advice, information and support based on their level of need.

"Thank you for you all being so helpful. I don't know how I would have got through this without you"
Carer

Our Mission

To be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met.

'By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.'



Delivering support for carers

The starting point for all support for carer is a conversation with our team of Advisers, who provide information, advice and the Carers Needs Assessment that carers are legally entitled to.

This was the first year in which Sheffield Carers Centre delivered the Carers Needs Assessments on behalf of Sheffield City Council.

We carried out 876 assessments that provided a gateway to a wide range of services and support for carers.

"The best assessment I have ever received [the Adviser] listened attentively to all I was saying and provided well received ideas and ways to move forward."

Carer

Carers should be: "supported so they can continue to care in the way they choose"

from *Our Vision*

"Thank you VERY much for the grant you have awarded me. I cannot express how much being able to go to the gym means to me as my way of escape and relaxation!"

Carer

Having a break

227 carers received a Time for a Break grant.

£41,356 has been awarded in grants, which have been used by carers for short breaks, gym membership, and even garden furniture to enjoy summer days.

268 carers received a voucher for a free spa session at Spa 1877.

Carers should be: "able to have a life of their own regardless of the caring they do"

from *Our Vision*

Practical and emotional support

64 carers attended the Carers Café, a monthly social space to meet other carers, receive peer support and take part in popular activities including bingo, first aid training and craft workshops.

48 carers were given individual tailored support to build their confidence and join new social activities, and regular companionship calls were made to 55 carers.

Specialist services have been delivered by our valued partners:

- Citizens Advice Sheffield
- Sheffield Mencap and Gateway
- Sheffield MIND
- Sheffield Occupational Health Advisory Service

145 counselling sessions were provided



Reducing financial hardship

Welfare rights advice has been provided to more than 130 carers.

Total gain of £216,221 in additional benefits for carers and their families.

48 Hardship Grants totalling £10,442 were provided, enabling the purchase of essential items such as cookers, fridges and children's clothing.

"Whoever thought of it deserves a gold star."
Carer

Emergency plans and planning for the future 116 carers prepared for an emergency using our 'In Safe Hands' planning booklet.

88 carers of adults with a learning disability attended workshops on planning for the future.

Support to remain in employment

27 carers benefited from advice about their employment rights and support to speak with their employer about their caring situation. This enabled carers to more effectively balance work and their caring role.

"[in one recent case] it was possible to speak directly to the employer to arrange home working and a gradual phased return to work..."
James, SOHAS

Young Adult Carers

A special grant enabled us to run a project to engage more young adult carers and to build stronger connections with organisations to better support them.

Working alongside Sheffield Young Carers, 30 young adult carers received 1-to-1 support and took part in training sessions on first aid, know your rights and dealing with the impact of caring. We also provided relaxing activities, including picnics and art sessions.

Carers should be:
"valued for what they do"

from *Our Vision*

"I love it, it's great! I get on with everybody. I speak on the phone to carers who might be feeling isolated and help out at the monthly Carers Café."
Ruth, volunteer

Volunteers

69 volunteers have supported us with all areas of our work

Volunteers have supported carers on the phone, helped us with administration, promoted services and shared their great range of expertise.



How we are run

Sheffield Carers Centre is a registered charity and a limited company. The Board of **Trustees** are responsible for managing the business of the organisation, safeguarding the charity's assets and managing its funds. The Board is made up of people who bring a range of experience and skills to help the Centre achieve its objectives. Six of our Trustees are carers or former carers. The Trustees, who are volunteers, are elected at the Annual General Meeting. Sheffield Carers Centre has nearly 400 **members** who support our work and decide the make-up of the Board of Trustees through their votes at the AGM.

A new Carers Expert Panel of volunteers provides ideas and feedback on a range of aspects of our services.

Our **funding** comes primarily from our contract with Sheffield City Council to deliver services to carers. As a charity, we are also very grateful to receive donations.

**This year Sheffield Law Society made us their
'Charity of the Year' and raised £5,000.**

**In February, Good Gym helped us in-kind by
delivering leaflets to 1,500 homes.**

These are just two of numerous individuals and organisations; thank you to everyone who has generously supported our work this year.

How can you get involved?

- **Awareness raising** can be supported by everyone; from signposting friends and family who provide care to the Carers Centre, to putting up our poster in a local shop window or GP surgery.
- **Volunteers** play a vital role at the Centre and we welcome applicants from all sections of the community to reflect the diversity of carers in our city.
- **Donations** are gratefully received whether they are a regular or a one-off gift; perhaps through a gift in a Will, by visiting www.justgiving.com or by sending a cheque to the address below.

If you want to support the important work we do and have any other ideas of how you might help, we would love to hear from you.

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