



CARERS' SUPPORT CENTRE STRATEGY

2022 - 2027

IDENTIFY
RECOGNISE
VALUE

CARERS IN
NORTHERN
LINCOLNSHIRE

Registered Charity Number: 1070028
Company Limited by Guarantee: 3540988

FOREWARD

The Carers' Support Centres' Strategy 2022 to 2027 sets out our values and priorities for the next five years and recognises the vitally important service that Carers provide. It affirms our commitment and determination to support Carers in their caring role and their health and wellbeing.

This strategy has been developed in consultation with a wide range of individuals and professionals, Carers, staff and volunteers, working with a wide range of partners enhancing the support for Carers of all ages.

Carers are daughters, sons, partners, parents, grandparents, children, friends or neighbours doing what needs to be done to maintain a quality of life for those they are looking after. They may not see themselves as Carers, instead seeing caring as an extension of their relationship, doing what families and friends do. It is crucially important that Carers are identified at the earliest opportunity to ensure they are recognised, respected and supported as partners in care.

We will focus on doing everything we can to enable Carers to live well. To enable Carers to come forward we must ensure that everyone knows who a Carer is and their value in society.

This strategy shows how we intend to meet the challenges Carers face. With a clear vision and defined aims we will work with our partners to achieve greater support for Carers.

We will strive to deliver excellence in everything we do. We will be open and we will listen, we will raise awareness and we will value, enable and empower Carers to make decisions that are right for them.

Mike Humphries,
CEO, Carers' Support Centre





MISSION

Carers' Support Centre is the first choice for Carers, their family and Commissioners.

We are a trusted and respected organisation.

VISION

Carers are valued and can access the help they need to thrive and live the life they choose



OUR TEAM - LEADING THE STRATEGY



Trustee
Chairperson

Jan
Clift-Williams



Joint CEO

Mike
Humphries



Joint CEO

Helen
Wilson



Operations
Director

David
Wilson



Service
Manager NL

Rosa
Torraca



Service
Manager NEL

Sue
White

The team leading the strategy are supported by over 20 members of staff based in both North Lincolnshire and North East Lincolnshire who work towards the aims in this Strategy.



OUR AIMS

1. Raise the profile and importance of Carers across communities
2. Identify and reach a greater number of Carers
3. Ensure our support to Carers is inclusive and accessible
4. Ensure our support to Carers is inclusive and makes a positive difference.
5. Sustain and grow a vibrant, supported, inclusive, and high performing team
6. Strengthen our financial sustainability and operational efficiency



AIM 1: RAISE THE PROFILE AND IMPORTANCE OF CARERS ACROSS COMMUNITIES



* Outcomes

- More Carers are recognised
- Carers feel valued
- Carers are empowered to make decisions about their lives
- Carers feel able to get more involved
- Carers can influence local and national policy

* In order to achieve this outcome we will

- Work in collaboration with other organisations
- Increase and develop our communications
- Raise awareness of Carers issues
- Develop key partners across communities
- Be seen as leaders and influencers in our field



Here's how we will do it

- Work with health professionals in community and hospital based settings
- Work with local authorities, voluntary and community organisations and social care providers
- Work with local business providers
- Deliver talks, attend events and provide Carer Awareness training to communities and professionals.
- Be represented on various forums and Strategy Groups

"At times caring is very stressful and with the last crisis the Carers' Support Service gave me the information I needed.

Don't be afraid to ask for help, you can count on the Carers' Support Service, there are people we can talk to."

Ken - Carer





AIM 2: IDENTIFY AND REACH A GREATER NUMBER OF CARERS



Outcomes

- More Carers receive the support services they need
- Carers have a stronger collective voice
- Carers are less isolated



In order to achieve this outcome we will

- Be visible in all sectors of our community
- Ensure effective marketing, publicity and promotion
- Develop Carer friendly communities
- Work with the local Carers Strategy



Here's how we will do it

- Maintain and develop a Team of Carers Champions across all settings
- Further develop our website as a key vehicle for the delivery of information and resources for Carers
- Review promotional material and how it is used
- Develop a Communications Team to deliver campaigns to enable more people to recognise themselves as a Carer and access support
- Develop stronger referral pathways with partners including health, social care and voluntary and community organisations to help reach Carers earlier



"I have regular telephone support to talk about the struggles I have had that week, it points me in the right direction"

Mandy - Parent Carer

AIM 3: ENSURE OUR SUPPORT TO CARERS IS ACCESSIBLE



* Outcomes

- Carers' have the information they need in order to make decisions about their lives
- Carers' emotional well-being needs are met
- Carers' practical and financial needs are met
- Carers are more confident and resilient

* In order to achieve this outcome we will

- Deliver services within communities
- Deliver services in a variety of formats
- Expand and develop our services
- Be innovative with our ideas to support Carers



Here's how we will do it

- Co-produce with Carers, staff and volunteers to develop our support and services
- Develop our online offer to increase the choice and variety of services and support.
- Provide support over the phone, face to face and online
- Build upon and develop new programmes of support.
- Enable support to increase opportunity for social interaction
- Work with volunteers to develop services and increase capacity.
- Raise awareness of Carers and support available through other organisations.
- Connect Carers and their communities through technology and support those who are digitally excluded.



"I don't know where I would have been without support from the Carers' Support Service. Reach out if you are a Carer and get some help.

They arranged counselling, I've been on a course about dementia, I have had a Tai Chi session and been to Carers events.

I am getting there, trying to look after myself"

Sandra - Carer



AIM 4: ENSURE OUR SUPPORT TO CARERS IS INCLUSIVE

* Outcomes

- Carers will feel comfortable to access support
- Carers Support service will provide culturally sensitive support to all Carers.
- Carers differences will be celebrated

* In order to achieve this outcome we will

- We will train our staff and ensure they are aware of challenges and opportunities that come with the diverse communities we represent
- We will engage with all communities in our area.
- We will utilise a variety of methods to engage effectively with communities
- We will listen, learn and act.
- Culturally diverse holidays and celebrations will be recognised.
- We will evaluate services and gather insight to improve and develop support services for Carers



Here's how we will do it

- Clear communication that recognises the needs of diverse communities.
- Be visible in all communities across our area.
- Give the opportunity for groups and community leaders to engage in positive discussions adapting and improving our work and services.
- Support is designed through positive discussions and co-production and new services are inclusive from the start.
- Listen to community needs and requirements and ensure services are none discriminatory, taking into account protected characteristics at all times

"The group at Carers Support is my saving grace... a break away from the situation.

Friends disappear when you become a Carer and in the support group you make friends for life, the group is a life saver"

Jean - Carer



AIM 5: SUSTAIN AND GROW A VIBRANT, SUPPORTED, INCLUSIVE AND HIGH PERFORMING TEAM



* Outcomes

- Carers are supported by a knowledgeable, well informed team of staff
- Carers receive services of the highest quality
- Carers feel confident in the services they receive

* In order to achieve this outcome we will

- Provide a vibrant, supportive and inclusive culture in which to work
- Invest in the learning and development of our staff and volunteers
- Be open and transparent
- Ensure clear pathways of communication



Here's how we will do it

- Invest in learning and development to establish a supported, performing and connected team
- Maintain and develop the role of the 'team meeting' ensuring inclusivity
- Increase the number of volunteers to enable growth of services
- Review the staff charter to ensure that it is fit for purpose
- Develop a Wellbeing Charter with our staff and volunteers
- Ensure structured supervisions are maintained.



"Volunteering for the Carers' Support Service is rewarding, you can learn something. I always go away feeling better than when I arrived.

The greatest difference that you can make through volunteering is seeing a Carer with more confidence, you can provide support that changes their lives.

You can see the progress and know you have been part of that."

Mavis - Volunteer



AIM 6: STRENGTHEN OUR FINANCIAL SUSTAINABILITY AND OPERATIONAL EFFICIENCY

* Outcomes

- Carers receive support and services from a strong, vibrant organisation
- Carers will receive services and support that will change and/or develop as their needs change
- Carers will be able to access new services to meet their needs
- Carers can expect consistency of information, pathways and service delivery

* In order to achieve this outcome we will

- Improve efficiency of key systems and processes
- Secure and continue contracts
- Develop a diverse funding base
- Ensure we have effective governance
- Keep abreast of national policy affecting Carers



Here's how we will do it

- Review our key systems and processes and implement necessary changes
- Review the needs of each Carers Centre and how they are run
- Maintain and develop the Board of Trustees skills and diversity
- Develop an income generation plan to increase our income and diversify our funding base.

"The Carers' Support Service is a one stop shop. I have used them time and time again.

When you know there is someone at the end of the phone and that they care what you are going through it means the world.

Give Carers' Support a ring, it opens lots of doors, they are brilliant"

Andy - Carer



HELP YOURSELF AND OTHER CARERS



Spread the word

We need you to help us build awareness about who a Carer is and what The Carers Support Service does. We are looking for people to help us "Spread the word" in many different ways.

Spreading the word can be as simple as handing out helpline cards to friends and family, or inviting us to talk at a group you attend. Get in touch.



Volunteer

Do you have some free time? Do you have skills that would help support Carers?

We have volunteering positions available in: Befriending, Counselling, Digital Tutors, Drivers, Facilitating, Training and more!

If you want to volunteer but aren't sure what you can offer, we will work with you to see how you can help.

Fundraising

The Carers' Support Service isn't known for its fundraising activity, but the funds we do raise help provide hundreds of hours of support.

- £12 provides one therapy
- £30 provides one session of a support group
- £5 provides one session of counselling or one session of befriending
- £100 provides an activity for up to 20 Carers

If you want to support the Carers' Support Service, get in touch.



CARERS VOICE



Both our North Lincolnshire and North East Lincolnshire Centre have the opportunity for Carers to join "voice groups".

These groups are a great way to ensure Carers have the opportunity to support us with our Aims and shape the future of not only our services, but those they access across Health and Social Care.

Contact us to find out how you can get involved.



- Meet other Carers
- Share ideas
- Influence decision making
- Make things better for Carers in Northern Lincolnshire

TRUSTEES

Our trustees are made up of Carers and former Carers.

We value their experience, and they ensure our charity is Carer led and Carer focussed.

The trustees oversee the work of the charity and we would not be where we are without them



Jan



Jane



Darren



Andy



Dave



Mary



Pete



Pat T



Kate



SUMMARY

This strategy has been developed following the COVID19 pandemic, which has brought the role and experience of Carers into sharp focus. It will continue to be relevant and updated throughout our journey to support Carers in North and North East Lincolnshire.

The focus of our centres are aligned to this strategy and we will continue to ensure Carers are valued and can access the help they need to thrive and live the life they choose.



If you are a Carer looking for information and guidance, please visit the help and advice section of our website www.carerssupportcentre.com or get in touch with our team, details on the back page



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