Welcome!

It’s been an incredibly busy year during which more and more carers have provided support to people who could not manage without them. This care and support doesn’t come without a cost to carers’ health and well-being with carers often neglecting their own needs in order to continue to provide care.

We have continued to reach out to carers in the county and although we are now in touch with more than 28,700 we cannot be complacent with estimates suggesting there are over 115,000 carers in the county. Once registered with us, our challenge is increasing and developing our services to meet carers’ needs.

We are proud of the partnerships we have with Hertfordshire County Council and the local NHS and grateful for the support we receive from them in scaling up to meet the needs of carers. We are also lucky enough to receive support from an increasing number of volunteers to deliver services that work for carers.

This year we also welcomed the publication of the Carers National Action Plan but were disappointed not to see any clear promise of financial support to carers who so frequently reduce their hours or give up work to provide care. We are hoping that the forthcoming Green Paper will address the need for more support for carers.

Who We Are

Carers in Hertfordshire is the leading charity in Hertfordshire working with unpaid family carers who are supporting someone who could not manage without them. We support carers who are caring for a partner, relative or friend who has a physical or learning disability, dementia, mental health problems, misuses drugs or alcohol, is ill or frail. It doesn’t matter if that person lives in the same house or elsewhere, is an adult or a child.

Michèle Stokes
Chief Executive

Why We Exist

Supporting others often means that carers put their own needs second. This can have serious consequences for carers. We regularly ask carers for their views and experiences. In our local State of Caring survey 1,434 carers told us about their experiences of caring.

Our Aims

Ensure all carers get information, advice and support.
Enable carers in planning and decision making.
Be a Platform for the voice of carers.
Carers Count

Over the last four years we have seen the highest rates of growth in those caring for someone who has:

- Sensory impairment
- Cancer
- A child under 19 with a disability, illness or learning difficulty
- Dementia

and for these types of carer it is even higher than the average rate of growth, which has almost doubled.

Number of Carers

The constant increase in the number of new carers registering presents us with a challenge in terms of growing capacity to meet carers’ needs at the same time as delivering consistent levels of quality.

23,215 carers were supported by us in 2017

now in 2018, it’s 27,282.

About 1 in 7 carers care for more than one generation

Age, Gender, Ethnicity

The highest numbers of adult carers are aged 45-70 years, which is consistent with national figures. The highest proportion of new carers though, is in the 19-44 years bracket, with a steady level just below that for 45-70 years.

Men are less likely to present themselves to us, but numbers are increasing. During the year we continued to work with male carers to develop a better understanding of their needs and aspirations and are now developing additional service offers to meet these needs.

The numbers of carers from BME (Black and Minority Ethnic) communities are increasing as our data collection improves. We are using tools such as the Carers’ Passport Discount Card to reach specialist businesses and BME carers.

Types of Care & Carer

The types of care given can be seen in the adjacent tower. We also have the additional knowledge that carers are generally carrying out more than one of these types of care.

The overwhelming percentage of carers fall within the husband / wife / partner / son / daughter / father / mother categories, with only 15% of carers outside this core group.

About 1 in 6 care for more than one person

85% of carers are immediate family members or partners

52% increase in carers caring for people with COPD

77% of carers live in the same house as the person they care for

Keeping in touch
Keeping in touch
Prompting actions
Help moving around
Help with paperwork and finance
Providing emotional support / motivation
Practical help - shopping, meals, laundry etc.

...It’s great to know there is an organisation out there to reach out to and ask for support.

1,422 Young Carers

25,860 Adult Carers

Herts est. population
1,180,900* (up 4,200 from 2016-2017)

New Carers Registered
4,063 2019
4,142 2018
3,754 2017
2,835 2016

*source Hertfordshire County Council
What Difference Do We Make?

- This year, 10,898 carers gained access to carer focused advice and information through our specialist Information and Carer Planning Service.

- With 96% of carers attending our courses and workshops, reports indicated increased confidence, with 99% telling us their participation increased their knowledge and skills.

- After attending our training, 93% of carers felt less isolated and said they could cope better with their caring role; 93% also said training had meant they felt more positive and less stressed.

- For carers matched with a mentor, levels of confidence in their caring role saw a 62% increase, and a 44% increase in knowing where to go for support.

- Our Carers in Hertfordshire county-wide Dementia Nursing Service for carers, introduced last year, has now worked intensively with over 250 carers.

- Following a Make a Difference for Carers break, there was a 23% reduction in the risk of depression.

Meet Lynne

Lynne is a Care Support Worker providing alternative care for people who need regular support with their own care in order that family carers have the chance to have time away from caring and are able to balance their own lives with their caring role.

“I enjoy helping people and making a difference to someone even if it is only for an hour a day. I want to work feeling that I am giving something back and by doing this job I feel I am achieving my goal.”

We believe that providing good quality care is an effective way of making sure that family carers get a proper break from caring.

Lynne believes that,

“to be a Care Support Worker you need to care.”

and that means being reliable, flexible and good at communication as well as being a positive person who can get on well with people.

Providing alternative care is, for some family carers, a way of staying in work or in touch with friends and wider family but that care needs to be high quality so that carers get time away from caring. We think that carers get the best support when this care is safe, consistent, flexible and communication is good. Our care services are inspected by the Care Quality Commission with the produced reports available publicly. Inspectors look at five key areas asking if care is safe, effective, caring, responsive and well-led. Our inspection report published in January 2018 rated our care services in all five areas as ‘good’.

“...with the support of Carers in Hertfordshire and Make a Difference, where we had help buying a bike, it’s lovely to see our daughter has found something she enjoys that also gives her a break from caring, a chance to exercise and spend time with her Dad.”
Reducing Years

The average length of caring role, prior to coming to us for support has consistently declined and as expected is now beginning to level off, having been reduced to 5.8 years over the first half of the year.

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Length (years)</th>
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<tr>
<td>2014</td>
<td>8.6</td>
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<td>2017</td>
<td>6.3</td>
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<td>2018</td>
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<td>2020</td>
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**Length of Caring**

The average length of caring, in years, has been decreasing, but we need to lessen this even more. We aspire to reduce it from 5 years to 4 years.

There is difficulty in assessing this as many carers see their role as:

> “just part of what I do.”

Breaking down carers by the condition of the person they provide care for or the wider context of caring shows wide variation in length of caring role. We looked at average length (years) of caring for new carers from 2013-2018.

- **Learning Difficulties**: 2013: 8.6 yrs, 2018: 5.8 yrs
- **Mental Health**: 2013: 11.6 yrs, 2018: 7.5 yrs
- **Parent Carers**: 2013: 8.5 yrs, 2018: 6.4 yrs
- **Dementia**: 2013: 17.8 yrs, 2018: 3.8 yrs

We have been keen to connect with carers whose caring has gone unsupported for an above average period, and we have done this by increasing our work in partnership with Hertfordshire’s hospitals.

Reach per District

In last year’s Impact Report we said we would focus on reaching more carers in Three Rivers and St Albans. We improved reach in Three Rivers from 11% to 13%, St Albans from 15% to 18%, and across all districts with an average 3% increase.

**Online and Email**

We plan to increase email support within the next year, to further support those who may work or care in Hertfordshire, but who live elsewhere.

**In Person**

Face to face contact with carers is important and valued, with an average of 1.5hrs contact per carer in person.

**By Phone**

We contact carers by phone when sometimes we cannot meet the carer in person, to carry out surveys, inform carers of help and advice, with an average call length of 17mins.
What We Do
We offer a range of services to meet the needs of Hertfordshire’s carers.

**Support**
Domiciliary Care at Home.

**Legal Planning Workshop**
We continue to explore ways of improving access to our Legal Planning Workshop by offering evening and weekend events. These events cover Wills, Trusts and Power of Attorney.

**Hubs**
Local hubs made up of carer groups and ambassadors.

**Courses**
Courses such as the mindfulness course, can provide carers with a skill set to deal with things and to cope better. Life changing in every way.

**Carers’ Breaks**
A break for carers made possible by providing one of our 67 trained Care Support Workers. Some of our Carers’ Breaks help carers get time away from their caring role.

**Carer Planning Tool**
The Charities Evaluation Service helped us develop a bespoke tool. 10,914 carers engaged with the service reviewing their caring role. 2,000 more carers from last year.

**Carer Champions**
We work with named champions who are staff in GP surgeries, hospitals and community health care settings to support them to facilitate their whole team to identify and support carers.

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**Mentoring**
Carers are trained and matched with other carers to provide a sounding board. Recruiting of new volunteer / mentors remains buoyant and it is positive to see a number of former mentees coming forward to become mentors as a result of their experience.

We have set up:
- Groups providing mentoring support for volunteers.
- Twice-yearly training sessions for good practice.
- 3 area specific and 2 care specific clusters.

This year we have:
- 66 Mentors across the county
- 90 active relationships
- 16 new mentors enrolled.

*“The mentoring service has been so helpful and I want to thank my mentor for all their help, patience and perceptive guidance. I can’t tell you how much it has meant to have someone rooting for me, listening and letting me off load...”*

**Volunteering**
We are enormously grateful for all the work that volunteers do. Many of our volunteers are carers or former carers themselves and this means that volunteering needs to be flexible and take account of this. Sometimes carers need to take time out from volunteering.

Volunteers play a key role in everything we do, at every level of the charity - we would not be able to offer our range of services without their help. We have even been awarded £1,000 from the High Sheriff of Hertfordshire in recognition of our work with volunteers.

*“The First Aid course was very informative and we covered a lot in two hours. It provided an opportunity to refresh my skills in case I need to give medical care to the person I’m caring for or anyone else.”*

10 new Ambassadors represent CiH at events
231 active & 39 new volunteers in addition to mentors
66 active, 90 matched relationships & 16 new mentors
56.7% found it difficult getting a good night’s sleep

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Recognising Carers

The highest source of external referrals continues to be from GP surgeries. The support and training for GP Carer Champions continues to be popular though not as consistent across the county as we would like.

We continue to support surgeries with information and advice, and consult with them about tools they would find useful for support.

Involvement

Carers in Hertfordshire encourages carers to become more involved in the planning and delivery of services.

In order to improve these services it is vitally important that the experiences and views of carers are listened to and acted upon.

- To give carers a real say in what services are working well and how they are delivered
- To ensure planners and managers hear about services which are not effective or supportive
- To ensure services respect people’s dignity, independence and promote recovery
- To ensure carers get the help and advice they need when they need it
- To influence the development of new and better services.

Make a Difference

The Make a Difference service gives carers the break that’s best for them. Having time away from caring is vital for carers and means they are more likely to be able to care for longer and stay fitter and healthier.

The service gives carers the chance to access funding for a break from caring, which will have a positive impact on their health and wellbeing. We discuss the needs of each individual carer before deciding together on what will make the biggest difference, which has a positive health outcome.

A break doesn’t have to mean a holiday, in the past carers have had equipment to pursue a sport, hobby or interest or been helped to access an activity to benefit them.

This year we saw the cost of breaks average about £292 per break. The use of breaks has been much more focused with alternatives sought where possible.

Carers’ Passport

Discount Card

This card gives carers discounts in various shops and businesses in Hertfordshire. It validates the carer’s role, and is valid for three years.

We had our second group of renewals this year, and the numbers are increasing - 10,398 by March this year!
Fundraising

As a charity we must raise funds to support our work with increasing numbers of unpaid carers and develop services to meet their changing needs.

By March 2020 we want to raise 20% of our income through Charity of the Year partnerships, trust and grant funding and donations from individuals, organisations and businesses in the community.

We raise funds from a variety of sources and take very seriously our duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate and do not use cold calling fundraising calls. Neither do we use commercial participators/professional fundraisers, but do work with commercial partners that facilitate donations such as easyfundraising and BT MyDonate.

Trustees receive regular reports of fundraising progress. No fundraising complaints were received during the year.

During the year trustees decided to voluntarily register with the Fundraising Regulator and as such support the Code of Fundraising.

If you want to get involved in helping us with fundraising please do get in touch.

Our Partnerships

We further developed our partnerships and are now actively delivering services with partners like Dementia UK and Community Network and local Sainsbury’s stores. For example, The Broxbourne Seniors golf group have chosen us as their charity this year, raising money through events.

SROI

Our support to carers generated £48.5m of benefits to society in the year to March 2018. Equivalent to £35 for every £1 of income we received.

This is an increase from 2017 (£29 : £1) and 2016 (£25 : £1).

This has generated £800,000 additional Social Return on Investment (SROI) for every 100 new carers.

(Based on the Baker Tilly Study 2012)

Income and Expenditure

£2.84m income

£2.82m expenditure (£29,251 surplus)
**Hidden Young Carers**

10% of adults who responded to the State of Caring Survey said someone under 18 supported them. These ‘hidden’ young carers are going unrecognised and there needs to be a way to identify them and be able to provide support as early as possible.

**Working** with the family to plan, so the young carer can access the same opportunities and activities as children the same age.

**Supporting** the Young Carers Council, to have a strong voice with local decision makers and co-producing the annual Young Carers Conference.

**Group Activities** facilitating young carers meeting others in a similar situation, developing new skills and broadening their horizons. 164 young carers attended an activity.

**Residential Events** 183 young carers attended our three free events, one run by our partners Waterways, and two of our own. 42 young carers had a residential break, 37 of these breaks were funded by Children in Need.

**Family Action Plans** for 245 individual families were created. Helping young carer access the same opportunities as other children their age and enable families to get advice or support. (198 in 2016, 205 in 2017).

**10 Top Tips** for young carers were launched at the Young Carers Awareness Day on 25th January, in co-production with the Young Carers Council to support other young carers.

**Yeik App** was launched in Carers Week June 2018, in partnership with East & North Herts Hospitals NHS Trust, and co-produced with young carers. This is now available on Android.

**Young Carers Conference** provided the opportunity for 88 children in a caring role to meet up, try an activity and share their experiences and views with 56 health, care and education professionals.

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**Seven Outcomes**

Our strategy, Building Our Future, was co-produced with carers and will take the charity to March 2020, and the following outcomes identified:

1. **Significantly more carers are supported earlier in their caring life.**
2. **More carers feel confident and can exercise choice and control about their caring role.**
3. **Strengthened voice of carers to improve services.**
4. **Carers create and deliver services and support their peers.**
5. **Building carer resilience.**
6. **Identifying and supporting carers’ transition periods during their caring roles.**
7. **Ensuring funding and finances are robust.**

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**Feedback**

We welcome your feedback as a valuable way to improve our services and focus on the needs and aspirations of our carers. Please do let us know what you think and where we can improve our support of our carers in Hertfordshire.

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"The Forums are informative and you can dip in and out of them rather than go regularly. They are somewhere to gain information, share experiences and views and have a voice. I feel there is no stigma as everyone is in a similar situation."

"Thank you for providing me with a gym membership. I have lost over two stone and I have gained the confidence to take part in exercise classes. I’m feeling much better in myself and I’m enjoying spending a little bit of time where I can have a little peace and quiet and time out."

"The course was a great benefit to me and I learnt a lot about myself and how to control my feelings. The advice given has helped me deal with my daily life and my role as a carer."
Moments This Year...

We registered our 10,000th carer to our Carers’ Passport Discount Card scheme! Also welcoming more businesses supporting the service, providing carers with discounts or savings.

We launched three new hubs of local support in Ware, Buntingford and Berkhamsted bringing the total to 13. Providing more local support groups closer to where carers live.

Our Admiral Nurse support was launched for carers looking after someone with dementia.

Our staff and trustees were recognised for their work with volunteers by the High Sheriff of Hertfordshire, Will Hobhouse, 2017/2018.

Thank You

Thank you to all the individuals, businesses, schools and organisations who have supported us so generously through fundraising. We depend on your support to help fund the free advice and services we provide to unpaid carers that live or work in Hertfordshire or care for someone in the county. We have been supported this year by:

Ardeley Womens’ Institute
Bishop’s Stortford Town Council
Bretherton Law (St Albans)
The Cathedral & Abbey Church of St Albans
Catholic Women’s League (Great Dunmow)
Chrissy Gale and Charmaine Terry
Contexture Theatre (Bishop’s Stortford)
Doctor’s Tonic Pub (Welwyn Garden City)
Dragon’s Apprentice Business Challenge
Teams from Adeyfield School (Hemel Hempstead), North Herts Education Support Centre (Hitchin), Samuel Ryder Academy (St Albans)
The Friendship Group (Stevenage)
Harpenden Lions Club
Harpenden Phoenix Holidays
Hemel Hempstead Methodist Church
The Hertford Club
Hertfordshire County Council
Hillier Garden Centre (Hemel Hempstead)
Holy Family RC Primary School
Homewood Rd United Reform Church
Jarvis Group
Liverpool Victoria Life Insurance (LV)
Parish Church of St Mary the Virgin & All Saints (Potters Bar)
Pat Crilly (Musician)
Rickmansworth Society
Rotary Clubs of St Albans, Hertford, Hatfield and Welwyn Garden City
St. John the Baptist Church
Selectaglaze Ltd. (ST Albans)
Stevenage Borough Council
Waitrose stores in Bishop’s Stortford, Northwood and Hitchin
Ware Christadelphians

Charity of the Year Partnerships

Broxbourne Golf Club Seniors Section
Chesfield Downs Golf and Country Club Seniors Section
Fortem (formerly Wilmott Dixon)
Radlett Rotary Club
Sainsbury’s Watford Dome Roundabout
Stevenage Youth Mayor
The Mayor of Hertsmere, Cllr Charles Goldstein

Trusts and grants

Age UK Hertfordshire
BBC Children in Need
Big Lottery Fund
Elstree & Borehamwood Town Council
Harpenden Phoenix Holidays
Hertfordshire Community Foundation (HCF)
High Sheriff of Hertfordshire Award
Hertsmere Borough Council
POWHER
Stanstead Airport Passenger Community Fund
The Thompson Family Charitable Trust
Wenta
Making Carers Count

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