looking after someone?
you...be informed!
16-24?
need
give
developed
promise
you
someone?
looking after
care
government
allowance
promise
thoughts
guidance
...be informed!
trust
rights
aware
support
need
care
listen
time
work
Website links are provided so you can check for the latest information.
ARE YOU A CARER?

A carer looks after a family member or friend who has a disability, long term illness, mental health problem or is affected by substance misuse. This important role is unpaid.

Usually they look after a parent, brother/sister or grandparent. They might look after a partner or friend, a child with a disability or more than one person. They might not be the main or only carer.

Care Worker is the term for someone who is paid for their work.

THINK ABOUT YOURSELF!

Carers spend a lot of time looking after and thinking about other people. It can be hard to make time to look after yourself. But it’s really important that you think about your own needs and wants. There are important decisions to be made about changes in relationships, studying and work. Looking after someone takes time and energy that adds to these challenges.

If you’re finding it difficult to move forward in your life because of caring responsibilities, there are people who can help. You’ll find useful contacts with every topic in this booklet.

No matter how much dedication you have to your caring role, you have the right to a life outside of caring.
Jargon buster: Community Care Assessment
Surrey County Council can complete an assessment with you and the person you care for. This enables you to describe what life is like and any areas that may benefit from support.
Following the assessment, a personal budget is produced. This is the amount of money that Surrey County Council expects would meet the needs of the person you look after. As a family, you can choose the way the money is used to meet these needs. You might be asked to contribute toward this financially.

Jargon buster: Carer’s Needs Assessment
A Carer’s Needs Assessment is usually done as part of the Community Care Assessment. When assessing your needs as a carer, you’ll be asked what you do and the impact of this on your life.
Surrey County Council may provide funds to help you to continue in your caring role (if you want to) and to have a life outside of caring. See page 9. Carers are not charged for services they receive for themselves.

In a Carer’s Needs Assessment social services should talk to you about:
• What you do as a carer
• If you want to continue being a carer
• What is difficult
• Your health
• What help or support you want

They should also talk to you about whether you want:
• A job
• To take up education
• Time for your own interests & social life

Remember the Carer’s Needs Assessment is about YOU.

Every family situation is treated individually.

TIP
Ask to give your views at a time or place where you are able to speak freely.

YOUR RIGHTS
Key points
• You can ask for a Carer’s Needs Assessment, even if the person you care for is refusing to be assessed for their own needs.
• If the person being looked after has a key worker or social worker in Social Services, feel free to discuss your situation with them.
• If you don’t know who to contact, see page 6 for help on phoning Surrey County Council.

GETTING HELP NEAR YOU
There are locally based Carer Support organisations across Surrey able to help carers age 18+. Contact the one in your area for advice on your rights and entitlements as a carer and to talk through your problems.

Find your local Carer Support Worker: www.actionforcarers.org.uk/getting-help/support-near-you
Phoning Surrey County Council for Social Services

Social Services are provided by Surrey County Council. There are separate teams for children (under 18) and adults in every area of the county.

Surrey County Council Contact Centre:
If you’re caring for someone under 18  Children’s Services 0300 200 1006
If you’re caring for someone 18+  Adult Services 0300 200 1005

Here’s how to start

I’m looking after (name of the person) and I need help. He or she has (for example – MS or serious mental health difficulties).

You’ll be asked questions about your situation by someone who will listen. Tell them as much as you can so they know how quickly you need help.

The things I help him or her with are (for example – having a bath, keeping organised, managing money, getting to doctor appointments, etc.)

The main difficulties I have are (for example – I can’t go to college because I can’t get there on time or I can’t apply to university because I wouldn’t have time to study at home).

I’d like a Carer’s Needs Assessment.

MONEY MATTERS

Money has been provided to people in Surrey for lots of different things. There are three possible sources of money to help you.

1. GP Carer Break ‘Prescriptions’

Surrey GPs have NHS money which they can use to improve your health. This includes young carers under 16. Just like any other prescription, it’s entirely the doctor’s decision. Up to £500.00 for health related breaks like holidays or gym/swim memberships might be provided.

First, your doctor needs to know that you are a carer. This is usually a short form you can get without an appointment. Then you should make an appointment with your doctor to explain your situation and how it’s affecting your health – both your physical health and emotional health.

Carers (Equal Opportunities) Act 2004

This includes your right to access education, employment, and leisure. It promotes the right to a life beyond caring responsibilities. It reinforces the duty to inform carers of all ages of their right to an assessment.
2. Early Intervention Payment
If the person you look after IS NOT receiving any help from Social Services
Up to £500 might be available to help you, without contacting Social Services.
Payment is made to you, not the person you look after. The purpose is to help you maintain your own health & wellbeing, which includes learning or training. You can apply for several smaller amounts of money, up to £500 in one single year.
For example, you might want to take a city break, do a short course to help your employment progress, or buy something like a dryer.

If you want to use the money for learning or employment:
16-18
Surrey Young Carers can advise you and make an application for you, see page 2.

18+
Action for Carers, Surrey Learning and Work team can help you make decisions about your direction and find the right course, see page 2.

3. Carer’s Direct Payments
Following a Carer’s Needs Assessment (see page 4), Surrey County Council may provide funds to help you continue in your caring role (if you want to) and to have a life outside of caring responsibilities.
One option is that the money for these services can be paid to you directly so that you can make the arrangements yourself.

Carers and Disabled Children Act 2000
A carer who is age 16+ can receive a Carer’s Direct Payment to their own bank account. This Act encourages flexibility to help the carer.
PLANNING YOUR CAREER

• Action for Carers, Learning and Work team provides individual and group opportunities to help you explore your options.

• Youth Support Service can help if you’re not in education, training or employment. They work with young people up to the age of 19. If you went to a special needs school or had a Statement of Special Educational Needs they can help until you turn 25. Contact them on 01372 363655.

• Sixth Forms have a responsibility to provide career help to all of their students, considering all options – not just university advice.

• Further Education colleges usually have advisers, plus a library and software you can use.

• If you’ve been to university, it’s likely that you remain eligible for help from the university careers department for years after graduation – sometimes for life!

The National Careers Service website has career information called Job Profiles. It has CV and interview tips. Phone and 1:1 advice sessions may also be available when you’re 19+ (or 18+ if you receive benefits)

https://nationalcareersservice.direct.gov.uk

All About Careers at
www.allaboutcareers.com is designed for students 16-24+

See www.careersbox.co.uk for videos of people talking about their work

LEARNING AND CARING

How can I continue learning if I’m caring for someone?

You may feel that you should stop learning because caring is more important. You might need to be ‘on call’ when you aren’t at home, or you might need to be available at certain times, for example to cook meals or go to appointments.

But it is possible to continue learning – you just need to find the way that is right for you.

There are lots of ways to learn:
• part-time in the day or evening
• distance learning
• online courses

If you’re learning at a college or university you can talk to staff there about your caring responsibilities. It’s very likely that special arrangements can be made to help you succeed. You can ask them to keep your situation confidential, or to tell only certain tutors.

Every college and university has a student support service. Counselling or mentoring support is often available, which can help you manage the stress of your responsibilities.
Learning can still be free – 19+ isn’t too late!

Funding for college courses may change from year to year. Currently, if you are 19-23 and you don’t have Level 1, 2 and 3, many courses are free. The government funds many courses at these levels because employment prospects are far better if you have qualifications. This is very important to know if (for any reason) you could have done better at GCSE time.

Jargon buster: Fee remission or Level 1/2/3 entitlement

This means the course may be free if you’re on certain benefits or don’t have qualifications. Look for information about this when reading college information.

Money for learning at all levels can change every year.

Check www.gov.uk/browse/education for the latest info

All Further Education colleges have student services, where you can ask about the cost of specific courses, and if the course is free in your circumstances. Sometimes they can also provide funds for exams fees, books or materials if it’s a requirement for learning.

Literacy and Numeracy (Level 1 and 2) plus basic IT courses are sometimes available in community locations across Surrey. If English is your second language, there are courses to help called ESOL. These are low cost or free if you’re on certain benefits. If you are on benefits, ask about free courses at your local JobCentre Plus.

Have you checked with student services and still need money for learning?

Go to pages 8-9
**Apprenticeships – The learning at work option**

This option is worth considering for anyone age 16-24. Your employer pays your salary and gives you time to learn.

Qualifications are gained while working, and the learning part is usually delivered entirely in the workplace or with one day a week at college. A huge variety of NVQs (national vocational qualifications) can be gained this way.

If you’re 16-18 the government pays for your training. If you’re 19-23 the cost of your training is shared between the government and your employer.

With your employer’s support you can work your way up the NVQ ladder when you’re ready, or progress onto a Foundation Degree or HND, for example.

If you don’t have any qualifications or have low GCSEs, some apprenticeships are available with support to gain Level 1 & 2 English and Maths. There are also college courses for you.

<table>
<thead>
<tr>
<th>Different levels of apprenticeships</th>
<th>Qualification you get</th>
<th>What you need to apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Higher Apprenticeships</td>
<td>NVQ4+</td>
<td>Level 3 2 A Levels (or other Level 3)</td>
</tr>
<tr>
<td>Advanced Apprenticeships</td>
<td>NVQ3</td>
<td>Level 2 GSCEs at A* – C (or other Level 2)</td>
</tr>
<tr>
<td>Intermediate Apprenticeships</td>
<td>NVQ2</td>
<td>Level 1 English &amp; Maths (GCSE D/E/F)</td>
</tr>
</tbody>
</table>

Vacancies are posted on the government website, [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)
To search for detailed information on vacancies you need to register on the site.

If you know an employer who may be interested in offering you an apprenticeship ask them to look at the employer information section on this website. It has everything they need to know, including government incentives. With a good contact, you might be able to create your own vacancy.
Your Higher Education Options

The idea of going to university alongside your caring responsibility may seem too complicated and costly at first glance. But if this is your ambition it’s worth looking much more closely at the options.

The big question: live at home or away?

Look at Higher Education courses available at local colleges and be prepared to be surprised. Some offer BA/BSc Degrees through partnership agreements with universities. The tuition fees are lower and you can study while living at home.

Many Further Education colleges have a range of Foundation Degrees and Higher National Diplomas (HND). These can often be taken in 2 years full time or 3 years part-time. You then have the option of taking a ‘top-up’ year to a full degree, although you need to do a new application. The entry requirements are typically lower than for Bachelor’s degrees and course content has more focus on employability, with business links for work experience opportunities.

A list of Further Education colleges is on pages 27-28.

On the other hand, it may be easier for you to succeed at studying and gaining independence by moving away from home. Whatever route you prefer, changes at home will need to be planned and managed. Ask Social Services for a Carer’s Needs Assessment. Explain that you need assistance in order to access education. See pages 4-6.

Loans and Grants: What’s the difference?

Government loans you do pay back. Grants, scholarships and bursaries you don’t pay back. They all depend on your household income and situation. You can apply for tuition fee loans for full time or part time courses, as long as this would be your first degree.

Unlike any other loan, with government loans you don’t start repayments until your earnings reach a certain level. At that stage the loan is repaid directly from your salary every month. So you repay gradually, as you earn.

Every university prospectus will describe additional scholarships and bursaries that may be available depending on circumstances, for example, if you are the first in your family to go to university.

Distance learning is another option. The Open University has flexible payment options www.open.ac.uk

It’s worth checking out degrees that are sponsored by companies, and other routes to qualifications www.notgoingtouni.co.uk

Information and applications for funding are managed by Student Finance England www.sfengland.slc.co.uk

The Course Search on www.ucas.ac.uk is extensive. If you find it confusing, see Planning Your Career on pg.10 for where to get help!

TIP No one should be prevented from moving on to Higher Education because of financial need.
YOUR EARNING POWER

How can I work if I’m caring for someone?
A typical 9am – 5pm isn’t the only way to work. Part-time employment opportunities are increasing. Some other work patterns:
• term time jobs
• shift work
• ‘bank’ work (offered when extra help is needed)
• seasonal work
• temporary employment contracts

Look at Social Care Assessments on pages 4-6 if you want to work, but need care assistance to do so.

What can I put on my CV?
For example, if you help to manage the household budget, you’re probably good at keeping track of money and making decisions. What about organising appointments? Trying new ways to solve problems? Dealing with emergencies? These are all important skills that employers are seeking, and they can be emphasised in your CV.

Volunteer work is the original form of social networking!
It leads to employment surprisingly often, because you can be in the right place at the right time. You also meet people who can recommend you to employers they know, while building up a good reference. This is particularly important if you’re looking for your first job.

Volunteering is also a great way to improve your CV and to explore different career paths. Employers don’t care whether your experience is through paid or unpaid work – they just want evidence that you can do the job that needs to be done.

To get ideas about the types of volunteering you can do, see www.do-it.org.uk
Then contact your local volunteer centre for up-to-date local connections
www.surreycc.gov.uk/get-involved/be-a-volunteer/volunteering-resources-and-events/volunteer-centres-in-surrey

Be your own boss
The ultimate way to work flexibly is self-employment, but it isn’t an easy option, and isn’t for everyone.

Support is available for 18-30 year olds through the Princes Trust Enterprise Programme www.princes-trust.org.uk/need_help/enterprise_programme.aspx

There’s an online community for 16-30 year old entrepreneurs at www.shell-livewire.org

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Looking for work
Most 16 and 17 year olds won’t be eligible for benefits while looking for work. But contact Jobcentre Plus if you are a lone parent, cannot live with your parents, are disabled or a refugee learning English.

When you’re 18 and actively seeking employment, you may be able to apply for Jobseekers Allowance (JSA).

It’s a good idea to explain your caring responsibility, as this can affect the number of hours you are expected to be available for work. For example, you may be able to agree that as you are caring for 15 hours a week you are only available to work for up to 25 hours a week. You’ll then be expected to spend 25 hours a week searching for work.

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Carer’s Allowance

At age 16, you can apply for Carer’s Allowance if:

- your caring activity takes at least 35 hours a week – and you are NOT in full time education. This is defined as 21 hours or more of supervised study a week. Every college admissions office can tell you the exact number of hours for each course.

- the person you care for receives Disability Living Allowance (DLA) with the care component at the middle or higher rate OR Attendance Allowance or constant Attendance Allowance paid with War Pension or Industrial Injuries.

April 2013 information:

Carers Allowance is £59.75/week.
If you do 35 hours caring, that’s only £1.71/hour.
If you receive Carers Allowance, you are permitted to earn up to £100 alongside receiving this benefit.
(You can earn more if you have certain expenses, but this is complicated, so seek advice about it when you apply.)

Don’t let the money from Carer’s Allowance prevent you from continuing your education or working if that’s what you want to do. Contact Action for Carers, Learning and Work service for help. See page 2.

If you can manage to work (just a little bit) as well as receiving Carer’s Allowance, it will be helpful for your future. If you want to work, you can ask for job seeking help from your local Jobcentre Plus.

There’s no restriction on doing volunteer work. This is a great way to keep your outside interests, meet people and improve your future job prospects, even if you can only manage a couple of hours a week. See page 18.

Jargon Buster: DLA and PIP

From April 2013, the benefit for people with disabilities between 16 and 65 years old will be called Personal Independence Payment. Over the next few years, everyone who receives Disability Living Allowance benefit (DLA) will be reassessed and changed to Personal Independence Payment (PIP) if they are still eligible.

See www.gov.uk/carers-allowance for up to date information and how to apply, or Telephone: 0845 608 4321
Starting work

No employer should expect you to work for less than the minimum wage. This can change every year in October, and it increases with your age.

<table>
<thead>
<tr>
<th>Minimum wage</th>
<th>2012</th>
<th>From October 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>age under 18</td>
<td>£3.68</td>
<td>£3.72</td>
</tr>
<tr>
<td>age 18 to 20</td>
<td>£4.98</td>
<td>£5.03</td>
</tr>
<tr>
<td>age 21+</td>
<td>£6.19</td>
<td>£6.31</td>
</tr>
<tr>
<td>government supported apprenticeships</td>
<td>£2.65</td>
<td>£2.68</td>
</tr>
<tr>
<td>if under 19 or in the first year</td>
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</tbody>
</table>

When you turn 16 you should receive a National Insurance number card in the post. You need to give this number to your employer for tax purposes. The card can only be replaced once, so keep it somewhere safe. If you’ve lost your number, phone 0845 915 7006.

You’ll also need a bank account in your name. All banks require photo identification and proof of address to apply for an account.

For advice on choosing a bank, see www.thesite.org – tab called Home, Law & Money.

Carer Rights at Work

Everyone has a right to time off in emergencies. This is so you can make alternative care arrangements to help you juggle work and care effectively. It may be paid or unpaid depending on the employer. Each employer and circumstance is individual.

If an emergency makes you realise that you may need more care help, advice is available from:

- Action for Carers, Learning and Work service, page 2
- Surrey County Council, pages 4-6
- Your local Carer Support organisation, page 5

For times when you need extra flexibility at work, informal agreements with your employer are generally best tried first before any change to contracts.

After you have worked for an employer for 26 weeks, you have the right to formally request flexible working. You can ask for a permanent change to your working pattern that would enable you to continue caring. For example, flexible start and finish times can be a great help. Many employers will agree to your request unless it would badly affect their business.

For free, independent, impartial advice on benefits, rights and responsibilities, find your local Citizens Advice Bureau (CAB) at www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career

More information on this subject can be found here: www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career
HOUSING OPTIONS

The first step to independent housing may be to contact your local borough or district council. Each one in Surrey has its own housing policies and their websites are a good place to start.

Ask for a housing options appointment to find out more about joining the local Housing Register. This is most often from the age of 18, because your parent or guardian is responsible for your housing until then.

If you’re under 18 and homeless, living with a violent person or don’t have money for food, you will be considered a ‘child in need’. If you’re 16-17 the Youth Support Service homeless prevention team will work with your family. They can’t force you to live somewhere that you don’t feel safe. If you have any of these problems, phone Surrey County Council Children’s Services on 0300 200 1006. If you’re 18+ phone Adult Services on 0300 200 1005. In an emergency, always phone 999.

Jargon Buster: ‘making a bid’

Applying for a certain property on the housing list is called making a bid. (It doesn’t mean offering money.)

Once you join the Housing Register you can bid for certain types of properties depending on your need. You need to re-register every year to show that you’re still interested, so be sure to reply to the renewal letter.

YOUR HEALTH

Doctors should treat your discussion as confidential, unless they feel that you are at serious risk of being harmed. Remind your GP that you want confidentiality if this is particularly important to you.

What about emotional health?

Start with your GP for help with emotional problems. ‘Talking therapies’ like counselling are often available through the NHS. There are also some free counselling services for young people that you can contact yourself. See page 26.

If you’re under 18 you might be referred to the Child & Adolescent Mental Health Service (CAMHS) for an assessment.

If you’re 18+, referrals are made to the Community Mental Health and Recovery Service (CMHRS).

Further Education colleges may also provide free counselling or mentor support. At universities student support is an essential service. Find out what’s available at the start of your course or degree, just in case you need help later.

TIP Don’t be surprised to find out that you’re not alone.
USEFUL CONTACTS IN SURREY

Free (or low cost) confidential counselling services
Trained counsellors will listen to anything that is worrying you, like family issues, drugs, relationships, sexuality, feeling low, etc.

<table>
<thead>
<tr>
<th>Service</th>
<th>Telephone</th>
<th>Email</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heads Together</td>
<td>01737 378481</td>
<td><a href="mailto:headstog@ymcareddhill.com">headstog@ymcareddhill.com</a></td>
<td>Redhill, Reigate, Leatherhead, Dorking area.</td>
</tr>
<tr>
<td>Mindful (NHS)</td>
<td>07771 976770</td>
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<tr>
<td>Open House Counselling @ Guildford YMCA</td>
<td>07932 047778</td>
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<tr>
<td>Steps Youth Counselling (Surrey Care Trust)</td>
<td>0845 241 0370</td>
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<tr>
<td>Y Talk Counselling (YMCA)</td>
<td>01483 757160</td>
<td><a href="mailto:ytalk@wokingymca.org.uk">ytalk@wokingymca.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Youth Counselling Service (NHS) – West Surrey &amp; North East Hampshire</td>
<td>0845 600 2516</td>
<td>Do leave a message</td>
<td></td>
</tr>
</tbody>
</table>

Further Education Colleges
For 16-19 courses, it’s advisable to send in your college application before Christmas for the following September.

<table>
<thead>
<tr>
<th>Colleges</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Academy of Contemporary Music</td>
<td>01483 500800</td>
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<tr>
<td><a href="http://www.acm.ac.uk">www.acm.ac.uk</a></td>
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<tr>
<td>Alton College (Adult Education tab)</td>
<td>01420 592200</td>
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<tr>
<td><a href="http://www.altoncollege.ac.uk">www.altoncollege.ac.uk</a></td>
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<tr>
<td>Brooklands College</td>
<td>01932 797700</td>
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<td><a href="http://www.brooklands.ac.uk">www.brooklands.ac.uk</a></td>
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<tr>
<td>Carshalton College</td>
<td>020 8544 4444</td>
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<tr>
<td><a href="http://www.carshalton.ac.uk">www.carshalton.ac.uk</a></td>
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</tr>
<tr>
<td>Central Sussex College</td>
<td>0845 1550043</td>
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<tr>
<td><a href="http://www.centralsussex.ac.uk">www.centralsussex.ac.uk</a></td>
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<tr>
<td>Chichester College, Brinsbury Campus</td>
<td>01243 786321</td>
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<tr>
<td><a href="http://www.chichester.ac.uk">www.chichester.ac.uk</a></td>
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<tr>
<td>Croydon College</td>
<td>020 8686 5700</td>
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<tr>
<td><a href="http://www.croydon.ac.uk">www.croydon.ac.uk</a></td>
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</tr>
<tr>
<td>East Surrey College</td>
<td>01737 772611</td>
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<tr>
<td><a href="http://www.esc.ac.uk">www.esc.ac.uk</a></td>
<td></td>
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<tr>
<td>Esher College (Adult Education tab)</td>
<td>020 8398 0291</td>
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<tr>
<td><a href="http://www.esher.ac.uk">www.esher.ac.uk</a></td>
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<tr>
<td>Farnborough College of Technology</td>
<td>01252 405555</td>
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<tr>
<td><a href="http://www.farn-ct.ac.uk">www.farn-ct.ac.uk</a></td>
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</tr>
<tr>
<td>Guildford College</td>
<td>01483 448500</td>
</tr>
<tr>
<td><a href="http://www.guildford.ac.uk">www.guildford.ac.uk</a></td>
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</table>
Kingston College
www.kingston-college.ac.uk
Tel: 020 85462151

Merrist Wood College
www.merristwood.ac.uk
Tel: 01483 884000

Nescot College
www.nescot.ac.uk
Tel: 020 8394 3038

Plumpton College
www.plumpton.ac.uk
Tel: 01273 890454

South Thames College (Merton)
www.south-thames.ac.uk
Tel: 020 8918 7777

University of the Creative Arts
(Epsom and Farnham)
www.ucreative.ac.uk
Tel: 01372 728811
Our services include:

- Giving Carers a Voice
- Learning and Work
- GP Carer Awareness
- Moving and Handling
- Surrey Young Carers

Contact us for information on any of our services or for details of other local organisations who may be able to help.

Tel: 01483 302748
info@actionforcarers.org.uk

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@CarersSurrey

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