

Action for Carers Surrey Impact during COVID-19: months 1-9



289%

increase in website traffic (at peak) — it remains significantly higher



1,011

young carer packs distributed and **352** doorstep deliveries to young carers



71,179

engagements with carers — averaging **357** per working day



303

'we're here' posters sent out to Surrey shops and pharmacies



344
Surrey schools contacted



36

face-to-face visit by the Moving and Handling team to carers at risk at home



Fundraising

70 laptops secured for young carers to enable home learning (another **40** being upgraded now)

Cross-Surrey

media coverage in press and on local and national radio



91 young carer events (F2F and online) with **612** young carers attending;

17 young adult carer events, with **90** attending



3,326

adult carers attending one of the **314** new online support groups and events



100%

every young carer on our database contacted — over **2,500** children

Young Adult Carers



all registered YACs contacted by phone, letter or email. FB group increased by **11%**

Achievements

Carer Confident Employer (Carers UK)

ISO 9001: Quality Management accreditation



548

carers identification letters sent and referenced as best practice by the Government



120,833

email newsletters sent to adult carers, **5,298** to young carers and **25+** new COVID-related webpages created

Many thankful carers...



"I'm only coping because of Action for Carers."

"SYC helps us to survive."

"Zoom meetings, workshops, sessions have been a lifeline."

"Action for Carers has been god sent during lockdown."

"Action for Carers isn't what I want to keep well, it's what I need."

"The breadth of the groups which ACS run is amazing. They are a life-saver for hundreds of carer in Surrey."

"It's reassuring to know that your organisation is still 'out there' for us and I know if I feel I am not coping I can call someone."

"The laughter sessions have been fantastic. It been great to see other carers, I know I'm not alone."

"Today was a turning point for my daughter. She spent time without me, with new people, experiencing something she loves, and was animated. I'm not sure I can describe my gratitude. Thank you."