

# Action for Carers Surrey Impact during COVID-19: months 1-12



**881%**

website traffic increase Feb 20 v Feb 21

**1,011**

young carer packs distributed and **595** doorstep deliveries to young carers



**95,000+**



engagements with carers, including **6,888** phone calls with adult carers. Jan-March 2021

**105%** Increase in carer registration (Jan-March 21 v previous year)

**303** 'we're here' posters sent to Surrey shops and pharmacies

**c400**

Surrey schools contacted

**1,549**



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

**148,500**

email newsletters to adult carers, **5,298** to young carers



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

Number of carers from BAME communities supported up by

**18%**

## Cross-Surrey



media coverage in press and on local and national radio

**143** young carer events (F2F and online) with **1,123** young carers attending; and **25** young adult carer events, with **164** attending

Provided free PPE to **11** carers in March (**13** in April) in government's/SCC's new scheme (started March 2021)

**5,191**



adult carers attending one of the **445** new online support groups and events

## Fundraising



**114** laptops secured for young carers to enable home learning

## Action for Carers Surrey



**100%**



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

**50** grants (approx. worth £15k) achieved for carers, for respite, household items, courses etc.

## Young Adult Carers

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

## Achievements/Training

ISO 9001: Quality Management accreditation and Carer Confident Employer award

**Staff training** in last 12 months on infection control, mental health, suicide prevention, domestic abuse awareness, bereavement and benefits post-COVID.

## 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."