

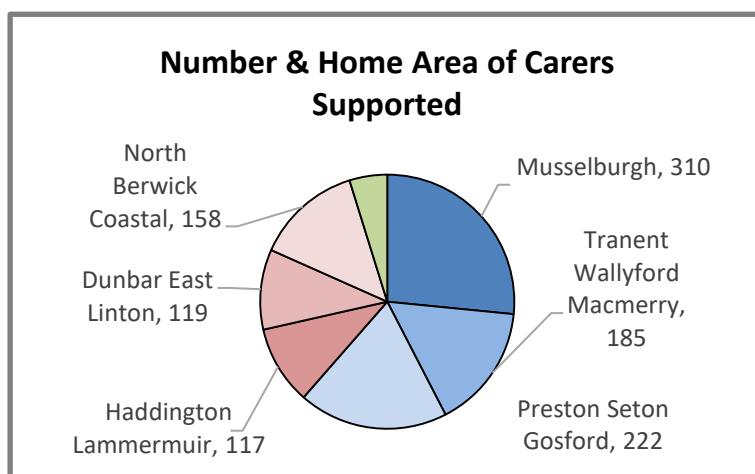
Carers of East Lothian (CoEL) Annual Summary 2017/18



“When my circumstances changed I was so distressed and lost - that's when CoEL helped me through paperwork, reassuring me that things were going to be fine, always making sure I was coping with things day to day with a phone call. I can't thank all the staff enough, they do a marvellous job.”

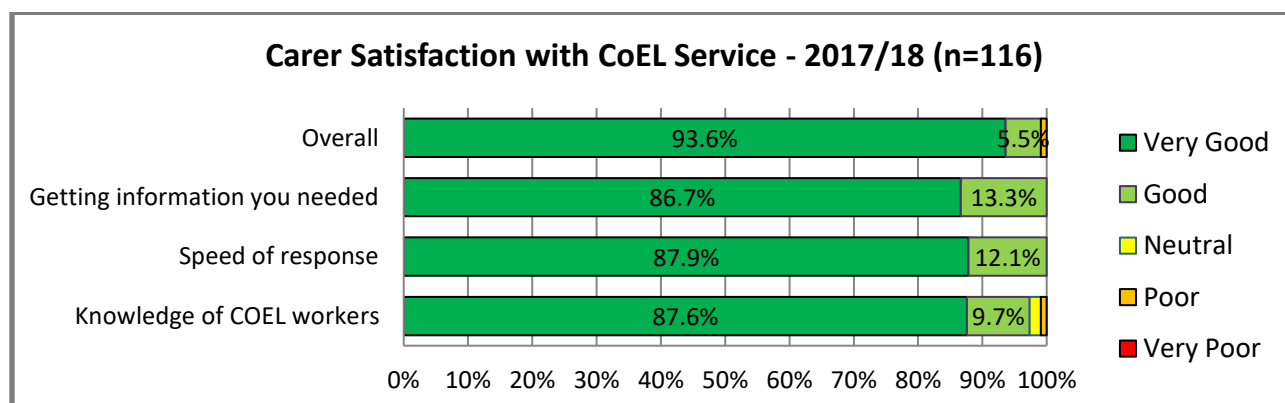
The Carers we support

- We directly supported **1186** carers - a **19% increase** on the previous year.
- We also sent newsletters and information to a further **1541** carers.
- By the end of the year we were in contact with **2727** carers – a **9% increase**.
- The carers we support come from across East Lothian but with more focus in areas of traditionally greater need in the West of the County.



The support we provide

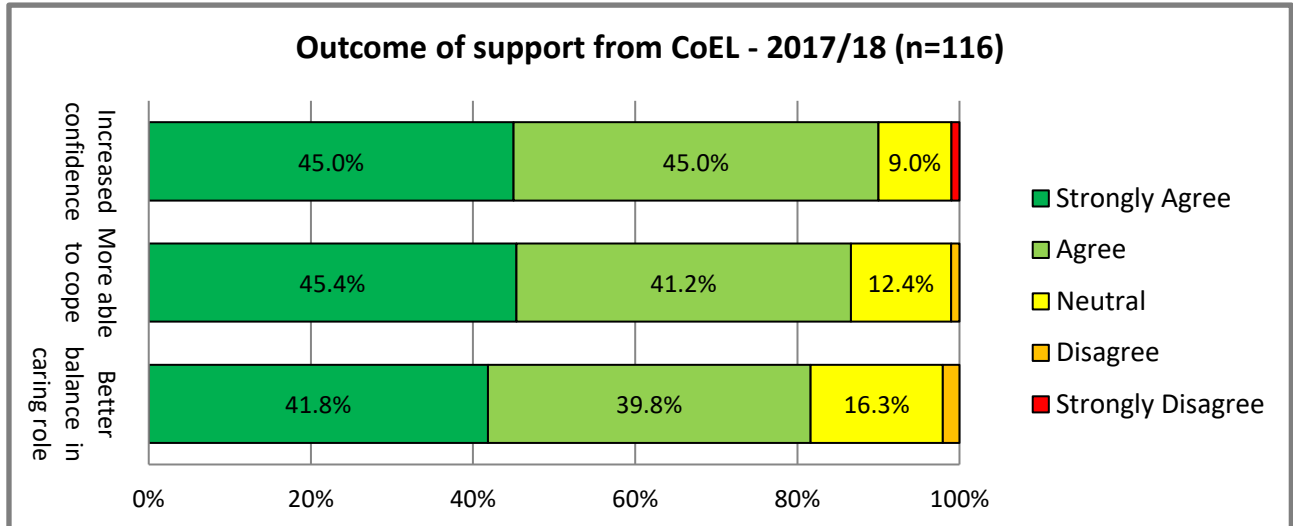
- Carers are overwhelmingly positive about our support– we have a **99% overall approval rating**.



- We provide a wide range of support for carers depending on their needs. This includes:
 - One to one information, advice and emotional support including helping carers in need get grants totalling **£5,898**, access food banks and Christmas presents for children, etc.
 - Help with welfare benefits and financial concerns – last year we supported carers and the people they care for to claim **£804,209** in annual increased welfare benefits.
 - Specialist support and small grants to help carers get a break – last year we provided grants totalling **£6,427** for breaks.
 - Run workshops and events for carers –18 in the year from Transitions to Saving Lives from Overdoes.
 - Facilitate 6 monthly support groups across the county attended by **123 carers**.
 - Run Power of Attorney and Financial Planning surgeries helping **55 carers**.

Outcomes from our support

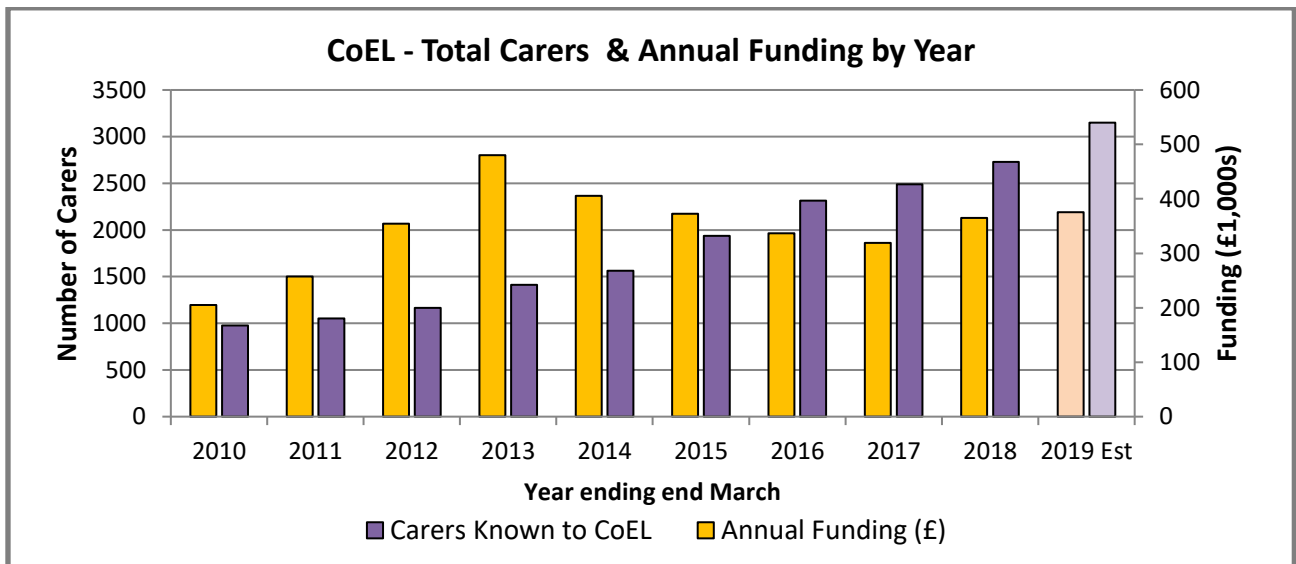
- Carers tell us our support makes a real, positive difference for them



- Qualitative analysis of feedback shows the ways our support makes a difference for carers including:
 - Not feeling isolated and alone in caring role.
 - Eased financial pressures and facilitated access to community supports.
 - Helped to adopt more sustainable caring roles.
 - Increased confidence.

Our resources

- We received more funding last year and also anticipate an increase in 2018/19. But this comes on the back of 4 years of cuts while demand has increased every year for the past 10 years. Our funding-per-carer last year was only 39% of what it was in 2013 and we are concerned it will reduce further as demand increases undermining our ability to deliver positive outcomes for carers.



“I no longer feel alone and feel like I have to struggle on. There are so many resources available that I was unaware of until I received help from Carers of East Lothian.”

“I have just recently given up my job to look after my husband after working full time for 40 years. I didn't have a clue where to begin, but CoEL really helped me and made me feel really at ease. Thank you”