

# The Carers' Support Centre

## Serving Carers in North Lincolnshire



July 2016

### Annual Carers Survey 2015/16

***Results show that the Carers' Support Centre provides an effective and vital service***

The Carers' Support Centre, based in Brigg, has provided services, advice and information to Carers throughout North Lincolnshire for over 25 years.

At the Carers' Support Centre we are constantly looking at ways to improve our wide range of services and to make sure we are getting it right when supporting Carers. We value feedback at any time as we want to know how we can help.

In March 2016 we sent out a survey to Carers who use our services to get their feedback and to find out how we make a difference to their lives. The results are now in and we are proud to have had very positive feedback.

Headline results...

***"What difference has the Carers' Support Centre's service made to Carers?"***

**85%** feel more able to cope

**95%** have a better understanding of what is available to them as a Carer

**94%** feel more supported as a Carer

**100%** of respondents felt that the Centre gave friendly and accurate information & support

**98.7%** strongly agreed or agreed that our services have benefited them

Mike Humphries, CEO of the Carers' Support Centre, commented:

*"Thank you to all our Carers who took the time to complete the survey. I think I can speak on behalf of all our hard working staff and volunteers when I say that we are passionate in our efforts to support Carers who play such a vital role in looking after relatives, friends and neighbours. This survey shows we are effective in what we do. However with more people finding themselves in a caring role this is no time to rest on our laurels. We will continue working hard, along with partners, to improve the lives of the growing community of carers in North Lincolnshire and make sure they are listened to and their needs addressed."*

For further information about the survey or the Carers Support Centre and the services it offers contact Helen Wilson or Karen Martin on 01652 650585 or email [helen.wilson@carerssupportcentre.com](mailto:helen.wilson@carerssupportcentre.com)

Visit our website: [www.carerssupportcentre.com](http://www.carerssupportcentre.com)

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