





# ANNUAL SURVEY REPORT 2025

## Introduction



#### **479 RESPONSES**

This report summarises the findings from the Annual Survey 2025 conducted by Carers Northumberland. The survey received responses from a diverse group of carers, providing valuable insights into their experiences, needs, and suggestions for improvement. The survey was available to complete online, by post or over the telephone. Carers were encouraged to complete the annual survey using an article in our regular newsletter, dedicated digital mail outs and at groups and events. The report also includes analysis of open-text responses using AI to identify common themes and generate word clouds.



The survey received 479 responses which equates to approximately 7% of registered, active adult carers or 17% of adult carers who had contact with us within the last 12 months.

8959

Total carers registered on our database to the end of March 2025. 656 of those registered are young carers, 356 are former carers and 879 are parent carers. 1350 are anonymous or partial records\*

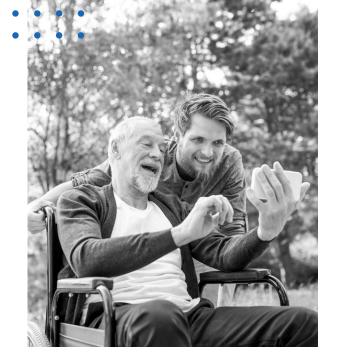
3792

Carers had contact with us in 2024/2025, of these 2811 were registered, adult carers.

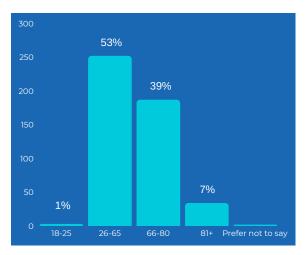
\*these records are either awaiting completion of registration documents, active referrals from partner organisations or carers who have chosen not to provide their full details, Anonymous records are cleansed every 12 months

# Carer Information

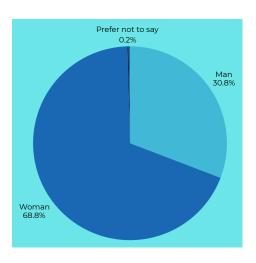
In this first section we asked carers about their age, gender, where they live and how much care they provide. We also asked carers about their own health conditions / disabilities and their employment status.



Age

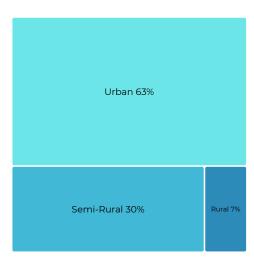


Gender

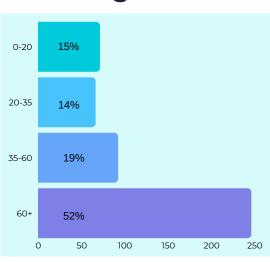


47% of carers told us they have their own health condition or disability.





**Caring Hours** 



**77**%

of these carers are managing a physical health condition while caring.

**50%** 

of carers are retired

**27%** 

of carers are working

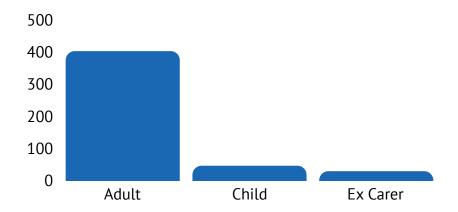
13%

of carers are not working and not looking for work



# Cared for information

We also asked carers about the person or people they look after. Alongside the hours they spend caring each week we asked carers the age of the person they look after, what their main health condition is and whether they care for more than one person.



# Physical Mental Health Learning Disability Dementia Addiction Frailty / Age related 0 50 100 150 200

#### **Adult or Parent Carer?**

84% of carers look after an adult. 21% care for more than one person (approximately 25% of those caring for multiple people are acting as both an adult and a parent carer) 5% of carers are caring for 3 or more people.

#### Disability

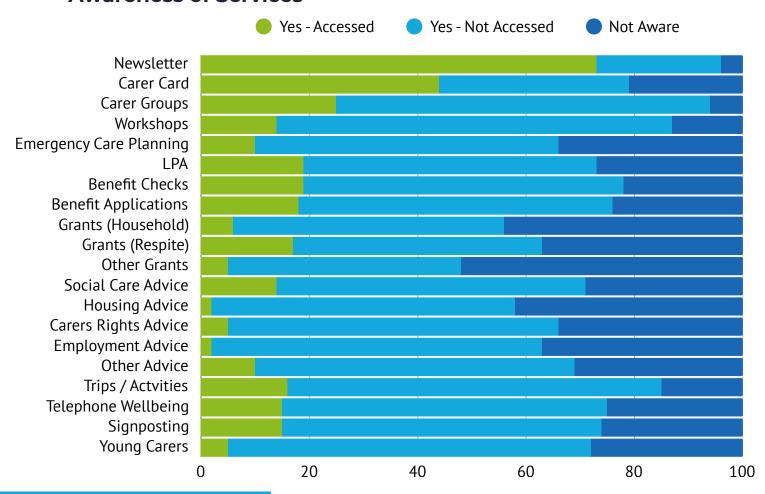
39% of carers are looking after someone with a physical health condition or disability, 27% dementia, 13% for both mental health and learning disability, 9% age related or frailty issues and one person answered addiction as the primary care need.

### **Our Services**

We asked carers to think about their awareness of the services that Carers Northumberland offer, whether they would be likely to use them and the ones they found most useful or would be likely to access in the future.



#### **Awareness of Services**



96%

of carers said either "yes" or "maybe" when asked if they would access our services in the future. When asked which of our services carer might access in the future, most received quite high scores with the newsletter, carer card and respite grants being ranked highest. The services carers were least likely to access in the future were employment support, housing advice and young carer services\*

\*only adult carers were included in the survey, so low response regarding young carer services is expected.

# Most valuable services

When asked what services carers felt were the most valuable or important (open text question), we were able to find these common themes\*:

#### Information and Advice

- Advice (general, benefits, entitlements)
  - Signposting to other services
  - · Knowledgeable staff
  - Impartial guidance

#### **Emotional and Peer Support**

- Just being there
- · Someone to talk to
- · Peer group meetings
- Shared experiences

# Communication and Updates



- Newsletter
- · Being kept informed
- Immediate availability



\*We used AI to interpret the open text responses for this question and to create the word cloud

#### Social and Respite Opportunities



- · Trips and activities
- · Break from caring
- · Social functions

#### **Practical Help**

- Help with Attendance Allowance and Blue Badge
- Emergency Care Planning
- Power of Attorney
- Carer Card





# Current and Future Services

We provided carers with some ideas for potential future services, asked them whether they would be interested in these and whether they had any additional ideas for future services.



#### 83%

Of carers responded positively to at least one potential future service. The most popular of our suggestions were:

- · Condition specific carer groups
- Lunch clubs
- E Learning / digital courses
- · Benefit workshops



#### Other ideas:

Carers also suggested things like:

- Young adult groups
- Therapy / counselling services
- Mental health support
- · Services outside of office hours

64%

of carers agreed that our current format of having groups for carers only and other activities that are open to all is the right way to do things. Preferred communication method: ( ) ( )

**Telephone** 

**Email** 

**Face to Face** 

**Video Call** 



# Other services

We asked carers if they are supported by any other organisations or charities in Northumberland as part of their caring role

Among those who did mention receiving support, here are some of the most frequently cited organizations and themes:

- Alzheimer's Society
- Age UK
- **GP Practices** *I* **Social Prescribers** Several respondents mentioned receiving help through their GP or being referred to social prescribers.
- Northumberland County Council (NCC) Including staff networks and OT services.
- Chrysalis Club
- Escape Family Support
- Toby Henderson Trust
- Berwick and Borders Carers
- Stroke Clubs / MS Society / Parkinson's UK Condition-specific support.
- Church / WI / Informal Networks Some carers rely on informal or community-based support.

41%

of carers indicated they are not supported by any other organisations or charities in Northumberland as part of their caring role



#### Word cloud showing responses to question

"Is there anything else you would like to say about Carers Northumberland and the services we offer?"



# **Additional Feedback**



We asked carers if there was anything else they would like to say about Carers

Northumberland.

From the open text question we were able to find the following themes to carer's responses\*

- **Positive Feedback:** Many respondents described the service as "excellent," "brilliant," "invaluable," and "supportive." Words like "help," "support," "thank," "grateful," and "amazing" appeared frequently.
- **Social Connection:** Respondents appreciated group meetings, trips, and opportunities to meet other carers, which helped reduce isolation.
- Accessibility & Timing: Several carers mentioned difficulty attending events due to working hours or location, especially those in rural areas or with full-time jobs.
- **Emotional Impact:** The service was described as a lifeline, offering reassurance, comfort, and a sense of not being alone.
- **Practical Help:** Specific mentions of help with forms, grants, allowances, and advice were common.

#### Some of the direct responses from carers included:

"Carers Northumberland has been a lifeline for me. The support and advice have been invaluable."

"The group meetings and trips have helped me feel less isolated and more connected to other carers."

"I am grateful for the help with forms and grants. It has made a big difference in my life."

"The service is excellent and the staff are always supportive and understanding."

"I appreciate the opportunities to meet other carers and share experiences. It has been very helpful."



# **Next Steps**



Based on the findings from the Annual Survey 2025, Carers Northumberland plans to:

- Continue providing high-quality support and advice to carers.
- Explore options for more flexible and accessible support services, including evening and weekend events.
- Increase outreach efforts to rural areas and working-age carers.
- Implement additional services based on specific requests, depending on funding availability.

We invite further feedback from carers to ensure our services continue to meet their needs and make a positive impact.

We are pleased to see the high value that carers continue to place on our services and that what we offer meets the needs for most carers. The feedback we have received as part of this survey has been overwhelmingly positive, reassuring us that Carers Northumberland is providing the right support services to carers.

As the burden to unpaid carers continues to be overwhelming (52% of carers are providing more than 60 hours a week of care) it is essential that we continue to work in partnership with statutory and third sector agencies to ensure the best support for unpaid carers is available, to campaign for carers rights and challenge the inequality that they face.

We would like to thank every carer who took the time to respond to this survey, to help us to better understand you needs and how we can support you going forward.

Further reading:

#### **Appendix 1 - Survey questions**

#### Appendix 2 - Carer responses in full to Question 19 -

What are the most important/valuable services that Carers Northumberland offers? \*Blank lines and answers such as "I don't know", "Unsure" and "Unknown" were omitted

#### Appendix 3 - Carer responses in full to Question 24 -

Is there anything else you would like to say about Carers Northumberland and the services we offer? \*Blank lines and answers such as "I don't know", "Unsure" and "Unknown" were omitted

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# **Appendix 1**



### **Annual Survey 2025**

If you would like any support to complete this survey or would prefer to answer over the telephone our friendly team are happy to help, call us on 01670 320025.

Our annual survey helps us to plan new services, ensure that we continue to support carers the way they want to be supported and help us to understand what is important to you.

By taking part in our survey you have the opportunity to be entered into a prize draw, please complete your personal details at the end of the survey if you want to be entered.\*

If you would like any support to complete this survey our friendly team are happy to help, call us on 01670 320025 and we are happy to take your answers over the telephone.

Thank you to everyone who takes part, your answers really do make a difference and help us to continue our work supporting all carers in Northumberland.

\*Anonymous surveys will not be entered into the draw. Only one survey per carer will be entered into the draw. Winners will be notified once the survey closes.

About you		
1 - Your Age?		
18 - 25	26 - 65	66 - 80
81+	☐ Prefer not to say	
2 - Gender, how do you identify	/?	
Man	☐ Woman	☐ Non-Binary
Prefer not to say	Other	
3 - Where do you live?		
_	ge village) village with some local facilities) munity facilities, fairly isolated)	

0 - 20	20 - 35	
35 - 60	□ 60+	
5 - Who do you care for? * If you number of people next to each answer.	care for multiple people please answer for	or everyone you care for by writing the
Someone over 18 Someone under 18 I am a former carer		
6 - Does the person you look a you should choose one answer for each	after have * Please choose the one that person.	t fits best, if you care for multiple people
A physical disability / health of A mental health condition A learning disability / sensory Dementia Addiction issues (alcohol / dr	/ needs	
7 - Do you have a health condit	tion / disability? * Skip next question	if answer is "no" or "prefer not to say"
☐ Yes ☐ No ☐ Prefer not to say		
8 - What is your main health co	ndition / disability?	
A physical disability / health of A mental health condition A learning disability / sensory Dementia Addiction issues (alcohol / dr	/ needs	
9 - Employment Status		
☐ Employed full time	☐ Employed part time	☐ Self employed
☐ In education or training	Volunteering	Retired
Not working - looking for work	Not working - not looking for work	Prefer not to say

4 - How many hours do you care each week?

#### About Carers Northumberland

# 10 - Which of the following services (available directly from Carers Northumberland) do you know about?

	Yes and I have used this service	Yes, but have not used this service	I did not know about this service
Newsletter	0	0	0
Carer Card	0		0
Carer Groups	0	0	0
Workshops and Training	0	0	0
Emergency Care Planning	0	0	0
Lasting Power of Attorney service	0	0	0
Benefit Checks	0	0	0
Benefit applications*	0	0	0
Grants for household essentials	0	0	0
Grants for taking a break	0	0	0
Other grant applications	0		0
Social Care Advice**	0	0	0
Housing Advice	0		
Carers Rights Advice	0	0	0
Employment, volunteering and education support	0	0	0
Other information and advice	0	0	0
Trips and activities	0	0	0
Telephone support (wellbeing)	0	0	0
Signposting to other services	0	0	0
Young Carer Service	0	0	0

11 - Do you think you wi	II use any of these servi	ices in the future?	
☐ Yes ☐ No ☐ Maybe  12 - Which services mig	ht vou access?		
12 - Willelf Services Hilly	in you access:		
Newsletter	Carer Card	Carer Groups	☐ Workshops & Training
Emergency Care Planning	Lasting Power of Attorney Service	☐ Benefit Checks	☐ Benefit Applications*
Grants for household essentials	Grants for taking a break	Other grant applications	Social Care Advice**
☐ Housing Advice	Carers Rights Advice	<ul><li>Employment, volunteering and education</li></ul>	Other information and advice
Trips and Activities	Telephone support (wellbeing)	Signposting to other services	Young Carer Service
*such as AA or CA forms, we co ** advice around accessing so 13 - What are the most in choose up to three services.	cial care, paying for care and c	harging rules, assessments, re	
14 - Carers Northumber	land is a small charity, b	out we are always lookin	g to improve and

14 - Carers Northumberland is a small charity, but we are always looking to improve and expand our services. Is there anything else you think Carers Northumberland could offer to support unpaid carers in Northumberland? Here are some of our ideas, but please feel free to add your own. \* If you choose to add you own, please consider that, as a small charity we are not able to provide regulated care services for the person you look after such as home care, day centres, sitting services, enabling and emergency response services.

Additionally any new services provided would only become available once funding had been secured to run them.

Parel Men's Youn Lunc Bene Advo Coac Onlin	dition specific groups such as a Dementia carers group / Autism carer group etc int carer group / meet up is group ig adult carer meet ups (for 18-25 year olds only) is clubs – regular meet ups with a fixed price menu for carers and the person they look after iefit workshops (advice on how to complete benefit forms) icacy / in person support at carers assessments iching / mentoring ine support such as digital meet ups / video chats arning / online courses ir - please specify below
opportun like meal Yes I thin	currently have some groups and workshops that are for carers only, where the nity for carers to discuss things in private is important. Many of our other activities is, walks and trips are open to all. Do you think this is correct?  k there should also be carer only social activities (walks/meals etc) think everything should be open to everyone r - please specify below
how you	rs can access our information and advice service in a number of ways, please tell us prefer to access services * Please rate your answers from 1 (most preferred) to 4 (least preferred) able to visit you in your home at present
	Telephone
	Email
	Video Call
	Face to Face (community venues only)*

17 - Are you supported by any other organisations or charities in Northumberland as part of your caring role? Please tell us who they are		
18 - Is there anything els services we offer?	se you would like to say about Carers Northumberland and the	
Your Details		
You do not have to complete	this section, anonymous responses are welcome.	
•	section will be entered into a prize draw. Winners will be drawn at random and will	
receive a shopping voucher.		
	this section if you are happy for a staff member to contact you to discuss your answers on on any of the topics covered.	
Full Name		
Address		
inc Post Code		
Telephone		
Email		
If you have any further q	questions or comments, please include then here	

# **Appendix 2**

- Totally new to all of this, so at my stage its about having a centralised point for information/advice/help
- Newsletter, Email updates, Carer card
- Possibility to talk to other carers in similar situations
- Support Advice service
- · Support, information, emergency planning
- Support and knowledge of knowing where to point in right direction
- I am not sure.
- · Carer Groups, Benefit Advice, Carers Rights Advice
- · Carers rights,
- Carers Group, Workshops and Training, Information abd Advice
- Support
- Newsletter, Grants,
- Knowing that Carers Northumberland are there for advice should I need it
- Telephone support
- Help at the end of a phone
- Support group. Advice and help with applications.
- Grants and young carers
- Advice
- · Support ,help when needed ,carers rights advice .
- Specialist information and advice
- Im honestly not sure. Benefits, workshops, activities
- Support in what feels like an isolated world at times
- Connecting with other carers
- Newsletter
- The carers group aswell as the trips and activities as it gives you a break from caring
- wellbeing
- carer groups, advice, telephone support
- knowing there is an organisation that is dedicated to carers is important so that we know where to turn to for help and advice
- workshops and training. Carer group
- 1-2-1 support on a regular basis
- group talks/advice
- Carers groups, newsletter, grants for taking a break and trips and activites
- · Workshops, Friendly advise
- carer groups, telephone support
- · carer groups, newsletters and other information and advice
- carer meetings, advice services, trips and activities
- carers groups, LPAs, trips and activities
- · meetings, help with applications
- monthly carer groups, advice and benefits, monthly newsletter
- Support for daughter for trips accessing community making friends, time away from home
- Emergency care planning, grants for taking a break
- Having the grant to take some much needed respite for myself has been huge
- Telephone support., Newsletter.
- Benefits advice, Workshops and training, Telephone support
- Support and advice for unpaid carers.
- Carers card and their support at any time
- I havent used any yet but just the fact they exist and I can access advice is invaluable.
- Just being there if needed
- Being available if needed

- Support and advice for unpaid carers.
- · Carers card and their support at any time
- I havent used any yet but just the fact they exist and I can access advice is invaluable.
- · Just being there if needed.
- Being available if needed
- · advice on benefits
- Carer groups, trips and activities. Social care advice
- · Newsletter, carer groups, workshops
- · carers group, newsletter
- support to me as a carer and meeting at the carers groups and chatting with some lovely people
- just to meet other carers for chat and advice
- An opportunity to meet others in the same position., An opportunity to discuss available support
  with people who understand the care system., Emotional support so carers don't feel so isolated.,
  (None of this is currently available to me as I work full time, yet working and caring too makes my
  life doubly difficult).
- · Advice, Support, Knowledge
- · Information on how to navigate it all
- Newsletter. Carer card. Emergency care planning
- Telephone support
- · Carers rights, benefits, grants.
- Talking to others and taking a break from caring roles when possible
- Just a person on the phone to speak too
- Telephone support, Carer Card, Benefit applications
- · Groups, training and phone line support
- · Advice on social welfare, carers groups (invaluable) and benefits advice.
- Newsletter, Advice on items in 12 above, ,
- Hey help with and guery and if they can't they sign post to other services
- · Somebody being available when I need them.
- Carer card, Carer benefit advice, Carer rightd
- Grants
- Support when I need it
- Support for restbite., Grants advice.
- The knowledge that further support is available through carers Northumberland if required.
- Support information advice
- Its a service I know is there if I need it
- Carers groups, trips and activities, support and advice
- Advice
- Grants for taking a break, A listening service and guidance for carers right, benefits etc
- · Wonderful team always helpful and will put you in contact with the correct service
- Help for carers
- Help, advice, support and just to make you aware you're not alone., I received a lovely card through the post recently with kind words from the team it made my day
- None feel applicable to me as I'm disabled myself and/or they are too far from home or do not suit
  my needs.
- Knowing that they are there
- Good information on newsletters. Brilliant opportunities for help/grants to families
- · Carer Groups, Telephone support (wellbeing), Signposting to other services
- · Haven't been offered any services
- Group sessions and support
- All services is important as different people have different issues so you need all the services to go to for each person
- Helping carers and supplying things like SIM cards for daily use and support
- Emergency Care Planning
- · Help when needed.
- I currently don't need any help but knowing that I can turn to Northumberland Carers in the future if I need them is reassuring.

- Unable to give a direct answer as i dont know what i require until necessary
- Someone to talk to who can give advice.
- · Advice, Carer Groups, In house care
- Phone support when u need it., Newsletter, Putting u in touch with other help., , ,
- Help with forms and applications
- · Benefit checks, Grant application, Support services
- Amazing support
- · letters care card and care services
- · Sign posting to other services, Newsletter, Being a hub for all of thecsupport offered
- Carers Group face to face meetings
- Benefit help, what support mechanisms are available, contact with other carers.
- Carer groups
- Accessibility
- · Just being there thanks
- · Cater groups, activities, and grants.
- Carers support
- Knowing that someone is there for advice and support
- Benefits advice, Signposting to other services, Other grants
- · Newsletter, Carers Card, Workshops and Training
- somewhere to go for advice and someone to talk to when things start getting ontop of you, its a comfort knowing there is someone on the phone that will listen
- · Workshops, Advice
- Social care advice, benefit advice and the newsletter,
- Support by phone or in groups. Help with filling in application forms.
- · Helping with AA formd
- Support , Information, Help
- · Everything about them is great
- · Carers Rights Advice, Telephone support, Lasting power of Attorney service,
- Reliable local support
- Help
- · Ability to talk to someone about issues etc
- Respite, on call to chat, meeting other carers.
- You are there as a first port of call for advice and support
- Carers fund., Peer group meetings., Break from caring.
- · Advice, carer groups, grants.
- · Advice for carers
- Someone to talk to and get advice
- · An up to date newsletter
- · Benefit advice
- Newsletter
- Power of attorney
- · Newsletter, carer card. Easy access to advi
- · currently do not get any benefit from Carers Northumberland
- Signposting big help when I don;t know where to turn
- Carer groups, telephone support, workshops and training
- Being available,
- Groups
- · Showing someone else cares
- If I have a problem and I can not come up with the answer I just ring they listen help or ring me back when they have the answer
- · Information, support and education
- Speaking on behalf of carers.
- · Carers meetings, Access to information if required,
- · Support if you need it
- Well being advice and emergency care

- · It provided useful advice to me when I was trying to secure a social care package for my wife
- · Portal to help
- · Meeting other carers
- Help with grants, telephone support
- · News letters keep people informed on what's going on
- All Advice. When you become a carer you don't know where to start.
- Emotional support for paid / unpaid carers
- There if I need advice
- Experience with negotiating the complex care and benefits system. Enabling people to access help with financial and social care matters for those we love.
- · Signposting to other services
- Giving information to carers vie newsletter which allows people to believe they are still relevant and not forgotten even if all advice is not taken., It is nice to know that advice is available if required it is a safety net for carers., , ,
- · Carers support and help if needed.
- News letter
- All the services CN provide are invaluable, but I won't be using them anymore as my husband passed away at the beginning of April
- All advice and support
- I only recently become a carer so have not used services much
- · Advice on claiming entitlements
- The support and help offered nby
- telephone wellbeing, Trips for the families that need them, Young carers advise( not for myself)
- · Workshops & Training,
- I haven't found anything of use so far
- Being there for when needed and reassurance.
- Lots of help I have had over the first year or two of my wife's Alzheimer's and the bunch problems
- · Newsletter, grant benefit advice
- To me, Help with AA and Blue Badge application, Carer card
- Knowing that I have support if needed
- Telephone support, Equipment advice, Information
- I have used the Power of Attorney help/advice service and I believe the to be one of the most important.
- Help in knowing how to work within the system
- Knowledgeable advice and support., Information sharing., Networking offering a variety of activities.
- Support with financial help
- Carer card, young carer service, signpost to other services
- · Very informative and up to date .
- Just knowing that there's someone at the other end of a phone if I need help and advice. We have enjoyed going on the day trips with others who are in similar situations.
- · Telephone support, grants, emergency care
- Genretal support in this
- community, innformation
- Support and check up calls, Being a carer its challenging and when applying for financial help your made to feel like a freeloader having to attend appointments to explain why looking after a disabled family over 60 plus hours i cant work. Carers northumberland is a support, And reassuring charitiy.
- Don't know yet
- someone to talk to when you don't know how to solve an issue.
- · Meetings up to discuss about Carina role
- Help in applying for Attendance Allowance., Applying for Blue Badge on our behalf., General telephone support and contact.
- being available for support no matter how trivial it may seem
- I have no idea, most of what you offer either doesn't apply or isn't accessible due to caring needs
- Support with financial aid , Information Services , Support with forms

- · Support when needed
- · Advice, information and links to other carers
- Sympathetic advice on issues relating to being a carer
- Someone available at the end of a phone
- · Carer's groups, Workshops and training,
- Being there and what they stand for. Have helped massively with well-being support and power off attorney help. Also the grant was very very appreciated !!
- A safety net
- Newsletter / Training / Telephone Support
- Being rural for us it was the SIM cards they helped so much as it's not something we could afford (6 month free sim)
- They have always been there for help for me and my family and very much appreciated for this
- · Grants for taking a break, carers rights advice, benefits check
- · Being a good listener and well informed
- i know they are there for me
- to be able to talk to a human being on the telephone if help needed
- For me possibly the emergency care area, as I manage ok with all other areas
- Training & Workshops, Benefits Check, Telephone Support (wellbeing), However if I am being totally honest I haven't used any of these yet but knowing that there is someone there if I need to chat gives me great peace of mind.
- Support
- Help with forms for benefits and Blue Badge, Workshops and Training, Information and advice
- · Advice, information signposting
- To know there is a number I can call if I need help.
- Support
- · Always on hand if needed
- The grant for taking a break I found invaluable, it helped to reset me
- · Impartial advice you're not after something in return
- News letter, groups,
- · Helpful advice and trips and activities
- Social care advice, emergency care planning and carer card
- Carer activities Benefit advise Form filling and submitting
- · Carer groups, Advice, Trips and activities
- Advice and help about different support that is available when you become a carer, , , Continuing support., ,
- For me personally, the Carer's group get together, Talking, Support, Information
- Benefits applications, workshops & Training, emergency planning
- · Being available to talk and point people to the appropriate services for their specific needs
- Carers meetings and activities
- Just knowing you are there if needed for advice.
- · Advice and a listening ear. Support for carers.
- Newsletter Carer Grpoup
- · newsletter, carer group, telephone support
- · carer groups, legal advice
- advice on care and benefits
- newsletter, carer groups, telephone support
- Carers groups., Up to date info on carers rights, Sign posting to other agencies for further help
- Advice
- Just knowing that someone with experience is there to help if the situation arrives.
- · Telephone advice/signposting.
- Support
- Emergency care., Grant to take a break, Social care advice
- support when needed
- · Being there and visible
- Groups
- Trips out, help and advice

- · I think probably care/emergency planning, workshops/training and grants
- info
- Advice on financial matters etc.
- Advice at times of emergency. e.g I have had one heart attack so worried about events like this.
- Advice
- Newsletter & telephone support.
- Support
- · young carers for daughter, being a support, benefit checks, xmas gift and group with yc
- Help to get blue badge and attendance allowance
- · Meeting with others in similar situations
- · carers rights advice, social care advice, telephone support
- I am a relatively new carer and have only used your LPA for my wife.
- · Advice, grants application, and sign posting
- · Help and assistance
- Advice & support
- · Help with advice and benefit claims
- Counselling
- The chance to meet up with others in a similar situation and get expert advice and support when needed.
- LPA, benefits check and social care information
- · Grants for breaks, Telephone support (wellbeing), Carersrights advice
- · Help on phone young care services, Carers rights
- Information and guidance. Carers fund and knowing there is someone to turn tii
- Support and training
- This is very individual. They helped me get AA for my husband
- support for carers, advice of all kinds
- · Telephone, social care
- · The news letter
- Just knowing they are there for support and advice., Grants to help with costs and much needed breaks
- Being there and support.
- They have been there when I have difficult times for myself and family
- · There if you need them
- Signposting to other services
- · Help to be able to care, grants for small appliance, carers advice
- Support
- · Telephone advice and support
- Just that they are there if and when you need them. It's comforting to know there is someone to ask if you need advice.
- · Trips away, grants, support groups
- · Being there if needed
- · For me the monthly meetings.
- Advice
- Benefit applications, Emergency Planning, Grants for taking a break
- · Being immediately available
- · community, information,
- As a safety net
- · Information and advise
- · Support, Advice, Education.
- · Giving the carers a support community
- For me, knowing that they are there if and when I need them.
- Advice and support for new situations
- · Advice, Support,
- News letter Carer group Outings
- Advice, listening, support

- Social care advice. Grants for household essentials . Telephone support.
- Support and advice
- Knowledgeable and approachable staff. Training topics very important and helpful., Organising social functions.
- Support, advice and help
- · Carers rights, benefits advice and help with claims.
- You are at the end of a telephone when this is get impossible
- knowing there is someone there, Blue badge application and advice for Council tax reduction
- · carer groups, grants, social care advice,
- Just knowing the service is available if I need it
- · Groups, Advice
- · They are always there
- · Carer group, Trips and a activity, Young carer
- Knowing it's available and supported
- Advice/support, Signposting, Carer Groups
- · Social care, Benefits help, Carers advice
- Emergency procedure
- Carers Northumberland are only on the end of the phone and offer invaluable advice to all ages of carers. From advice for benefits, emergency care planning and grants for taking a break.
- It is reassuring to know that expert and friendly support and advice is there should I need it
- · Telephone support, Employment, Carers Rights
- Help filling in forms., Carers meetings and events where advice is given.
- Support and help
- Someone being there when you need them for help and support
- Friendly help & advice
- Accurate helpful advice and action to help
- Telephone support, Carers groups, Young carer service
- · Support, Compassion, Advice
- Just being there and the fact that you can get help/advice
- Emergency care Planning, Other Information and Advice, Carers Rights and Advice, Telephone Support
- Don't know, I work, care for my husband, live in very rural w st Northumberland and travel by public transport it is very difficult to access anything
- Approachable, real time support., Being readily available at the end of the phone to give guidance and advice
- Telephone support; online quizzes; Alnwick Garden tickets i.e. winter lights; days out outdoors; info on power of attorney; newsletter; cares card; possible workshops if I could manage it; walks; carers grant.
- Advice and reassurance., Helping with forms and officialdom, Giving carers a voice
- Carers Northumberland have been excellent with me and the wife. For the support they give us last year
- All
- Advice
- Gateway to other services
- Support
- · Carers card, newsletters, groups
- · Trips & Activities, LPA services, Carers Group
- · Sign posting services . Benefits check. LPA
- Knowing that they are always there and care. That is very important to me as a carer.
- Support /talking meeting other carers
- The ability to be at the end of the phone and discuss your situation
- Understanding of dementia, how it effects patients/carers and the support system that has shown us how to deal with the problems that come with it.
- · Advice at the end of a phone, Trips away, Financial advice

- i think they are all important and valuable but it depends on your age experience and if the person
  is able willing or in the right place in there own mind to be able to participate, i would love to be
  able to take advantage and take part in all available but im a loner and quite shy when it come to
  using these great services
- Support at end of the phone
- Although I've never had headspace to use the service properly, it's comforting to know they are
  there. I was somewhat surprised when my GP told me I was essentially a carer, even though I'm
  disabled and struggle. He told me to contact Carers Northumberland and they've been lovely.
- · Emergency care planning, Carers rights, Employment support
- · Being on the end of a phone.
- Carers card
- · Being there as a back up support
- · Listening without judgement., Practical advice
- Just knowing that I can ring to get advice or support.
- Compassion
- · Carers card
- Someone to talk to, Telephone support, Benefit information
- · Information. Carer groups
- Support
- · Being there
- · Help when needed
- Being able to offer a break to carers from their caring responsibilities it's very difficult with children when you have no other carer for them
- Knowing there is a service that is knowledge, supportive and efficient the greatest service. Information, training and services around, future planning, benefits and support groups,
- Advice and expertise on legal and social matters
- I think the services around benefits and making an LPA is great. I work in adult care finance so
  can do these things myself but know many who struggle., I'd like to attend groups and take my
  mum to activities now that I work part time.
- · Getting allowances and blue badge
- Telephone support, workshops, administration assistance (e.g. completing attendance allowance claim etc).
- Other people who have been through similar problems. They can share information from their own experience.
- Carers rights advocate
- Benefit advice, telephone support, social Care advice
- All are helpful to different people
- · Support and advice when needed
- · Newsletter, Career's Rights, Signposting to other Services
- · Benefit checks, Carer groups, Benefit applications,
- · Financial support, general advice and advocating for carers
- · Support and advice
- Newsletter, Carers group, Telephone support
- · Advice and support groups
- · Carers rights advice, support groups, Grants
- · Newsletter, Support, Applications
- Emotional support and organised outings.
- · Good Advice.
- Support, Information, Advice
- Trips out , news letter, telephone access
- · Being there if I need you
- The ability to meet with fellow caters and share ideas and problems.
- · Trips and activities, carers groups carers card
- · Support to young carers! My daughter benefits from this
- · Power of attorney service
- Just being there!
- Newsletter, Carer Card, Carers rights advice

# **Appendix 3**

- Very satisfied with the help we have been given so far. I am a retired man who has looked after his Mum since 2007
- Great idea, I find it invaluable to meet other carers and share experiences and lear from them
- Thank you for providing all the services that you do.
- Staff are brilliant thank you
- It is an excellent service with help if you need it at a difficult time. Well done!
- I recently benefitted from the carers grant to allow me to invest in a hobby and it was a simple process, and is already benefitting me hugely
- Keep doing the good work you do
- I'm just so pleased they are there for me if I need them .They do an amazing job .
- In the past, as a parent, I appreciated the support given to young carers
- So far it's been a excellent
- I think this is an important service to carers for support
- Thank goodness you exist
- You offer groups, trips and meals etc which are greatly appreciated. Keep it up.
- No but again it would be interesting to see something aimed at carers that arent older in age. i.e 25-45/50
- · You do a brilliant job!
- Much needed and appreciated
- Carers Northumberland play a big role in helping carers meet with other carers in group meetings. I've made really good friends who I speak to regulary on the phone or meet up for a coffee and chat.
- I have been so grateful to the support of carers Northumberland a lifeline
- · I am very happy with your services
- invaluable. Patient and friendly and informative
- service is very good
- Friendly, supportive, informative group
- Carers Northumberland is a great organisation who have supported me for a number of years now. I find the groups very helpful and a welcome break from caring. The trip to Beamish was a real highlight for me personally.
- I have not engaged in a lot of what I see happening as it is day time when I work
- Really good for young carers a good support
- · You've been a valuable piece of support to me
- Without you we would not have got attendance allowance or the disabled parking badge as the forms are awful
- I have been helped and supported by Naomie. Her help and understanding got me through a hard patch. Thank you very much, Naomie
- The support and advice has been very helpful and I learned about things I'd not even considered. Also the taking a break grants are amazing, they've made me feel valued and that I matter too.
- I think your service is invaluable
- its an excellent service.
- Still learning about the service
- Good
- Its very good to be able to get together with other carers and discuss things. Nice to socialise with others to understand
- It would be nice for carers and the person to meet up with others as this may help me wife see she is not the only one and this could give her a boost
- I think the services you offer are great, but I am saddened that none are available to me because I work. I understand that this is your work, also with set hours, but I feel invisible, excluded and unsupported. I have been a carer for eight years, and have been unable to access any of your services, though I scour the newsletter each month trying to find something at a time I can manage. I'm not sure what the answer is, but I'm sure I'm not the only one in this position.

- They are outstanding
- Yeah
- They help you in way they can
- · This is a brilliant service
- · Nothing really as you already do to much.
- · You are a valuable resource!
- Really knowledgeable staff who offer constant support.
- Since my father died, I haven't needed to use your services but my husband is registered disabled and, although we are OK at the moment, it is reassuring to know that you are there thank you.
- Excellent service but most groups are during working hours so I have been unable to attend
- Not at moment
- Thanks for your help and support, keep up the good work
- I'm a man in my 30s with physical disabilities, caring for my wife (also in her 30s) with both mental and physical disabilities, very few of the groups are accessible to either one of us- in terms of place or what they have to offer. , We both need support, have begged and pleaded with our local authority. But no luck., Anything that could make our lives less stressful, any advice or respite care or similar would be of so much use.
- Brilliant charity with helpful staff and great opportunities.
- When I attended a carers group, I was disappointed in it was too general and there were no specific carers groups for carers of adults with autism, it wasn't organised, and found everyone was really just chatting to the one person to either side, it wasn't formal enough with a chance to engage properly or have your voice heard. It was suggested that the meeting hadn't been as good as it usually is, so maybe it was a one-off, but as I have to use my time where I think I get most value in respect of my daughter, I have not returned since the one attendance.
- · Always there if needed
- Would like a backup call every few months to see whether help is needed or anything new that can be offered. Besides being in the Newsletter
- Sometimes as a Carer you may be responsible for a variety of age groups which is not always considered.
- Just grateful for you being there, if needed.
- · Too slow to respond
- Keep up the work
- You're an amazing service, offering a lifeline to so many people
- Would be happy to support fundraising to keep the service going
- It's good to know that Carers Northumberland is there in case you come across something different.
- Very happy to have an organisation I can turn to for advice at short notice
- i just am relieved there is a this group because we all need someone to talk to
- I think you offer a great and wide ranging service. Unfortunately, time restraints prevent me from engaging more.
- It's good to know that your service is available for people who need help and advice.,
- I have found the meetings and the help offered really good.
- They are there to offer advice and support when needed.
- Carers Northumberland offers vital, valuable services for carers and i can't thankyou enough!.
- You do excellent work and I have confidence knowing that you are there should I require advice, assistance or just a chat
- New to all this so nothing at the moment
- Whilst I feel I don't need the services of Carers N currently, knowing what they do, what they
  provide and simply that they exist is extremely comforting for me and gives me confidence going
  forward, for whatever lies ahead.
- Happy to know they are interested and understand
- Carers Northumberland provide an invaluable avenue to help and advice when needed.
- · Just knowing you can listen and help is enough

- The funding model has meant much of the work already done by Carers Northumberland, is gradually being eroded. When I joined 15 years ago each group had it's own facilitator and they were a font on knowledge. After the Cornhill group was closed, I tried the Berwick group but found there were far too many people going (roughly 15-20) and it only needed 2 to dominate the meeting and as for having a word in private....., The only space available was outside the room but on a busy corridor with other meeting rooms, kitchen and toilets all on the same rat run., Unfortunately, Jean Alison Whittaker, my wife, died from pneumonia, lung and brain cancer, on 7th January 2025. I myself was diagnosed with liver cancer on 13th February 2025 and am waiting for a date for ablation surgery to kill the cancer., I am now an ex-carer.
- Good to know that help and advice is available so easily. Thank you to all the facilitators and
  office staff.
- Excellent help
- · Always nice on the phone
- You do an excellent job as I had no idea about what was available or where to begin when my husband was diagnosed with Alzheimer's Dementia.
- · Just keep up the good work even though I don't access many of the services you offer
- I will probably use this service more when I reduce my working days and my dad starts to struggle caring for my mum.
- I was referred by the memory service and it has been extremely helpful in terms of accessing information and help with forms.
- By being there for people who need help is paramount however by being there for non users is just as important allowing people to know help and info is available if needed.
- It's comforting too know yous are a phone call away when things are more unbearable than normally
- I believe what is offered for everyone is great, however group activities are not for me.
- On the few times I've needed advice, they have been very helpful
- · Great help and benefit.
- They have been Fabulous To both me and the Wife, the last two years
- Finding out and using the carers advice in face to face has being a great help to me and plane to use again in the near future.
- I am grateful for the information and rallying Carers Northumberland did on Carers rights which I completed the survey and felt involved in. In particular the permitted work hours. The outcome was very positive for raising the carers allowance allowed earnings. So many people will have benefited from the increase thank you.
- Absolutely brilliant service. It's great to know that people are working so hard to support the carers.
- I appreciate the check up calls
- I think the team offers outstanding professional information a very supportive service.
- · Your staff are are wonderful.
- your support makes it so much easier for me as a carer
- Its nice to know you have someone other than family supporting you.
- Most options are in places some way from home, so not easy for many
- I'm so glad I was pointed in the direction of your charity. I found I needed the help more than ever when my sister and I became our dads carers after he had a massive stroke. I already care for my husband who is blind so this helped me:)
- Although I only use your services very occasionally, it is most reassuring to know that CN is there
  for support when needed.
- It's a very good service we've had SIM cards to allow contact we wouldn't have, grants towards a
  phone and art material. We even had a delivery once at Christmas with socks and hot chocolate
  lovely gesture. Staff always kind friendly helpful, We don't participate in meets as it's not our
  thing so at first we didn't think it was a good fit as we were invited but always saying no to stuff
  then new things opened up and we feel part of it
- They do a fantastic job and have always been there for me and my family when I have needed help.

- It is a brilliant service
- keep doing what your doing
- I live in rural Northumberland and a lot of the things you put on are many miles away, and therefore not accessible to me
- I couldn't have got Attendance and Carers allowance without your help
- To know I am not on my own.
- All thew help I can get is most welcome
- · Great that you are there in case I need you.
- Only be with them a short while but already they've been very helpful
- Just thanks for all the help and support you have given me since my husband's diagnosis of dementia.
- I have found it most helpful to be able to meet up with other carers and talk to each other.
- No you do wonderful work supporting carers who have a very difficult responsibility looking after a loved one with Dementia
- Whilst At present I have not needed your help, I think it is an invaluable service for many to have.
- Just happy to know I can access your services if I need to
- It's an important service for unpaid carers as the role we play can be extremely challenging and knowing you have support if or when needed is crucial.
- I don't think it could be improved
- Find them very useful very helpful
- · It very good
- Individual people that I have spoken to have been very helpful.
- At the moment, I haven't needed to ask for help but I know that there will be in the future.
- Very friendly staff.
- I appreciate your work but cannot make full use of the service as my cared for officially lives in County Durham
- Would like to see CN advocating for carers allowance to be increased and for earned income not to be taken into account for CA
- · bring back zoom meeting for those who cannot get to outings
- Extremely helpful when I had to apply for Attendance Allowance for my husband after his stroke.
- No thank you. As I work full time I don't really have the time/opportunity to engage more but good to know you are there.
- dont always remember to check the adult newsletter as too focussed on young carers. Also have issues with hearing and not able to get test for one year due to waiting list at freeman hospital
- Dan Mackay helped me enormously with form filling and power of attorney. He listened to my concerns. Im hoping to speak with him in the future. Thank you so much
- It seems to me that services are there if people need them. Northumberland is such a large rural county, it is a tough call to offer all that you do already., Empathy is key to being a carer!
- I was pleased to get a phone call to check we are managing
- · It's, a great service
- It's an excellent addition to the County
- I joined in it's infancy and it has gone on from strength to strength much needed organisation.
- They are there if ok need them but don't have time
- Fantastic
- Just well done to all of you, you offer an amazing service!! I did care for my mam who had
  alzheimers but sadly passed in September unexpectedly and I do wish I'd used the service alot
  more for support and advice and that you had more call in places available to speak face to face.
  But its amazing to see them more often now!
- Thank you
- That they are great people who have helped me in many ways and thank you
- · It's a great charity to have access to
- I am grateful for the support I am offered and can access
- superb service provided to me for diasability allownce, Blue Badge & Ccouncil Tax reduction

- Its great that you are available when needed
- Has been very useful over the years
- Your services are invaluable. I have used very little of what you offer, but knowing that it's there if I need it, and it's on my doorstep, is a great comfort, especially to my mental wellbeing. Thank you.
- · Useful to know you are there
- Wonderful service
- It is good to know that there others in the same situation and can draw on their experiences which has been facilitated by Carers Northumberland.
- Very helpful and proactive
- · It's good to know that this service is there should I need it,
- I will be for ever grateful to you for being there for me. My role is now over as Nicholas passed away. Thank you
- They are a good help
- A very good/useful service
- Carers Northumberland is a much needed organisation that offers an invaluable service. Although I haven't used Carers Northumberland, I plan to do so in the next couple of weeks.
- I've not used any service but by filling in this survey it has prompted me to have a look in to things as I care for a young child.
- They are invaluable
- · Excellent service
- Keep up the fantastic work I for one appreciate it
- First Class Service. , Very Knowledgeable Staff. , Very Compassionate Staff, Very Helpful in Every Respect.
- The survey gives the option of physical or mental health neither of these cover the condition the person I support has which is an acquired brain injury so has physical and cognitive issues
- I have contacted Carers Northumberland on several occasions to ask for advice and have always been impressed at how friendly and knowledgeable all the staff are. I have always been put at ease, and felt my questions have been clearly and personally answered., A lovely bunch of caring human beings - thank you x
- I would like more afternoon outdoor events., I applied for information on power of attorney but have not heard about it yet.
- It would be a shame if this organisation were to break up, they are doing a fine job
- · Couldn't do with out it
- Thank you for your help. It is very much appreciated.
- Thank you for being there
- Excellent
- Thank you for your support
- Very pleased with the service I have received
- Just a big thank you
- We appreciate the help/support that we have had, especially from Older Adults Community Treatment Team and the NHS.
- The service is excellent and I'm very glad it's there
- i think your doing a fantastic job keep up the good work its priceless
- Offer much needed support
- They do a great job.
- Just so glad you are there
- Need to, Be more, Prominent so that carers know there is help out there
- Very satisfied
- Thankyou keep going all
- I have used your services twice and been incredibly grateful for the support you give and the reliability of the service. You call when you say will, you do what you say you will do and always in a supportive manner...that is the best service you can offer. I would like live group sessions re future planning etc rather than zoom meetings but understand why this is.
- · Incredibly helpful and supportive

- Very pleased and re-assured to have this support available.
- There must be more carers who are Grandparents Carers who have grandchildren with LD. Plus their own child might also have LD. I would have appreciated more help with my family who have LD.
- Their service is invaluable
- Good to know help is available
- I think you offer an amazing service, even if at the minute I don't access any of the support I know you are there. Keep doing what you do, you m's are amazing.
- · No, I think you provide an excellent service
- Thanks
- I get no help and cannot get time for classes or groups.
- I think you are all remarkable. , You play such an important part in my life, I may not use your service a lot but I know you are there if I need you which is so important to me., Thank you
- I would like more specific support for caring for adults with a mental health condition
- Thank you \(\exists\)
- Great to have access to your support network while heading down the road of becoming a carer, and the changing circumstances. No longer required as such as person I care for is in a care home. Still stuff to do!
- They are an excellent organisation and they are there if you need help.
- It is good to be in communication with Carers Northumberland as this is invaluable to myself and
  my husband, because at times we feel isolated and everything is on us, caring for my special
  needs sister. Just knowing Carers Northumberland is there if we feel we need more advice or
  support.