

Impact Report 2024/25

**Carers
Support**
Bristol and
South Gloucestershire



A Network Partner of
**CARERS
TRUST**

**YOUNG
Carers
Support**
Bristol and
South Gloucestershire

Celebrating carers, creating change

If you care, *we* care.



We provide support, information and advice to carers of any age living in Bristol and South Gloucestershire.

Contents

Welcome & Reflections			
Chair of Trustees Foreword	4	Making Parks More Accessible for Carers	24
Our Mission, Vision , Mission & Values		Carers Co-Produce South Glos Strategy	24
Our vision	5	Young Carers	
Our mission	5	Supporting the Next Generation	26
Our values	5	How Young Carers’ Needs Differ from Adult Carers	26
Key concerns for Carers	6	The Scale of Caring	27
The scale of caring		Emotional & Practical Support	28
Nationally	7	Education & School Engagement	29
Locally	8	Respite & Peer Connection	30
Neil’s Story: From Carer to Volunteer Befriender	9	Young Carers Voice	31
Emotional Support		Chloe’s Story: Confidence, Support and a Path Forward	32
Befriending	10	Your Support Made Every Impact Possible – Thank You	
Counselling	11	Our volunteers	33
Practical Help		Our Funders	33
Carers Assessments	12	Looking Ahead: Challenges and Opportunities for 2025–2026	34
CarersLine	13	Get Involved	
Carers Emergency Card	14	Join us	35
Carers Liaison Service	15	Contact	35
GP practices	16		
Peer Connection			
Carers Support Group	17		
Walk and Talk	19		
Walk and Talk: One Model, Many Stories Across Bristol and South Gloucestershire	20		
Breaks & Respite			
Carers Break Service	22		
Carers Voice	23		
Carers Voice Helps Halt Unfair Care Policy	24		

Welcome & Reflections

Chair of Trustees Foreword

This year, more than ever, we have seen the extraordinary resilience, compassion and courage of unpaid carers across Bristol and South Gloucestershire. Behind closed doors, in hospital corridors, at school gates and during long nights at home, carers of all ages have continued to give their time, energy and love to someone who relies on them. Our role at Carers Support is to stand beside them – recognising their contribution, listening to their experiences, and ensuring they never feel alone in that journey.

We know from Carers UK's *State of Caring 2024* that many carers feel invisible, unsupported and under constant pressure. We see this reflected daily in our work. Carers are facing unprecedented financial hardship, struggling to access breaks, juggling work or education, and often putting their own health last. These are not abstract issues – they are real and personal, affecting thousands of people in our local communities.

But while the challenges are real, so too is the impact we've made together this year.

Thanks to our dedicated staff, volunteers and partners, we have supported over 15,000 local carers, including more than 1,200 newly registered with us this year. We've expanded our befriending and counselling services, provided essential respite through our Breaks Service, and helped carers navigate the complex systems of health and social care through CarersLine and liaison workers in hospitals and GP practices.

Our Walk and Talk programme continues to grow, offering connection, conversation and calm in local green spaces. Our Young Carers Service has supported hundreds of children and young people with one-to-one sessions, school advocacy, and safe spaces to simply be themselves. These services don't just offer help – they restore confidence, improve wellbeing, and give carers the recognition they deserve.

This year's report is filled with stories of people like Neil, who turned his own experience of loss into hope for others as a volunteer befriender; Chloe, who gained the support and confidence to apply to medical school; and Paul and Chris, who found friendship and identity through their local walking group. These stories illustrate what we believe at our core: that small acts of support can lead to lasting change.

Yet, we know there is more to do.

Too many carers are still missing out on the help they need. Some don't recognise themselves as carers. Others are simply too busy or too exhausted to ask for support. We are committed to reaching them – by working more closely with schools, healthcare providers, employers and local communities. We also know that unpaid carers save the UK economy billions every year, yet receive little in return. That must change. Through our campaigns and Carers Voice platform, we will continue to champion carers' rights and push for fairer policies.

Looking ahead to 2025–26, we face growing demand and tightening budgets – but also new opportunities to collaborate, innovate and build stronger networks of support. We will continue to listen, learn and adapt – led by the experiences of carers themselves.

To every carer reading this: thank you. Thank you for the care you give, the strength you show, and the trust you place in us. Your role is vital – not just to the person you care for, but to the health and heart of our society.

To our funders, partners, volunteers and supporters: we are grateful for your commitment. This work is only possible because of your shared belief that carers matter.

As we celebrate our progress and acknowledge the work still ahead, we remain guided by a simple principle: if you care, we care. And we always will.



Mary Whittington

Chair of Trustees Carers
Support Bristol and South
Gloucestershire

Our Mission, Vision, Mission & Values

Our vision

A better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.

Our mission

- We will support carers' emotional, physical and financial health and wellbeing, building their resilience and confidence.
- We will listen to and amplify carers' voices, enabling them to have a strong and independent influence on policy and services.
- We will support carers to be free from inappropriate levels of care and able to live a life of their own.
- We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.

Our values



Co-producing – We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same.



Learning – We will constantly review and refine our services, developing and sharing good practice.



Collaborative and Connected – We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support.



Empowering – We will be enabling in our approach to supporting carers, building resilience and confidence, and empowering them to achieve their own goals.



Valuing People – We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

Key concerns for Carers

**Based on findings from Carers
UK's State of Caring 2024 report**

Recognition

Carers feel invisible and undervalued by society, government, and health services.

Financial Hardship

Low income and inadequate Carer's Allowance are pushing many carers into poverty.

Respite

Lack of regular, affordable breaks is leading to burnout and poor wellbeing.

Health & Wellbeing

Carers face high levels of stress, poor physical and mental health, and often delay their own treatment.

Employment

Caring responsibilities impact carers' ability to work. They need paid leave, flexible working, and employer understanding.

Equality

Carers want fair treatment, protection from discrimination, and support that reflects their diverse needs.

Support Needs

Carers need clear, accessible information, practical help – not just signposting – and less bureaucracy.

The scale of caring

Nationally Source: Carers UK

CARERS IN THE UK

10.6 million

Estimated total carers

5.7 million

Carers in England & Wales
(2021 Census)

One in seven

Adults in the UK is a carer

58%

Of carers are women

WORK & INCOME

2.5 million

People have quit jobs to care

600 people

Leave work daily to care

One in three

Working carers earn under
£20,000/year

£2.1bn/year

Lost to UK businesses from
carer turnover

FINANCIAL PRESSURES

45%

Of carers say caring has
affected their finances

One in five

Are in or have been in debt
due to caring

78%

Of carers worry about their
long-term finances

HEALTH & WELLBEING

53%

Report a long-term condition
or disability

29%

Say their mental health is bad
or very bad

One in three

Carers feel lonely often
or always

CARING HOURS

1.5 million

People provide over 50 hours
of care per week

600,000

People care for more than
one person

More than half

Of carers provide over 35
hours/week

The scale of caring (cont.)

Nationally Source: Carers UK

CARER'S ALLOWANCE

1 million+

People receive Carer's Allowance

£81.90/pw

Is the main benefit for carers (2024/25 rate)

Lowest

It is the lowest benefit of its kind in Europe

YOUNG & OLDER CARERS

400,000+

Young carers in England (ages 5-17)

1.4 million+

Carers are aged 65+

FUTURE TRENDS

50% increase

In carers by 2037, reaching

14 million+

(Carers UK estimation)

Locally

33,973

Adults in Bristol looking after someone without being paid

23,652

Adults in South Gloucestershire looking after someone without being paid

15,205

local carers registered with us

1,225

New carers registered with us

407 carers

Provided with one-to-one support (online, phone and face-to-face) by us

Of the carers we provided one-to-one support to during the year:

71%

Identified as female

29%

Identified as male

Neil's Story:

From Carer to Volunteer Befriender

When Neil was caring for his late mother, life was a constant juggling act – balancing work, household tasks, hobbies, and trying to maintain a social life. At the time, he didn't know any other carers, which led him to reach out to Carers Support Bristol and South Gloucestershire for someone to talk to.

By the time he started receiving calls from the **Befriending Service**, his mother had sadly passed away. However, the support helped him process his grief and reflect on his time as a carer. It felt like the beginning of a new chapter.

Grateful for the help he had received, Neil wanted to give back. When he was able to reduce his working hours, he finally had the time to volunteer. Becoming a **Befriender** was the perfect fit – especially during COVID, when he could complete training over Zoom and support carers remotely.

"It's a way of volunteering that fits around your life – and it really works."

Each week, Neil connects with carers through meaningful conversations. These calls provide a **safe space** for carers to share their challenges, joys, and emotions. Over time, trust builds, allowing carers to explore ways to manage their situations.

"It's surprising how life changes over the course of the calls – and how much difference a simple chat can make."

Many carers have told Neil how much the service has helped:

"I was trying to cope on my own... it's been good to talk."

"I feel supported – that's a big change."

"I'm much happier and more confident."

For Neil, hearing this feedback reinforces the value of simply listening and being there. Problems can feel overwhelming, but talking them through can make a real difference.

"Having someone to listen, talk to, and share with is a bonus – wherever we are in life."

Volunteering with **Carers Support** has shown Neil the strength and dedication of carers. He's proud to be part of a service that truly makes a difference.

Impact



Recognition

Neil's journey shows how befriending support transforms invisibility into connection. Now a volunteer, he helps other carers feel seen, heard, and valued.



Health & Wellbeing

Support after bereavement helped Neil heal. Volunteering gave him renewed purpose and contributes to the wellbeing of others.



Respite

Emotional support provided a vital mental breather. Neil now offers that same relief to carers navigating intense pressures.



Employment

Flexible volunteering enabled Neil to stay engaged after reducing work hours – demonstrating how low-barrier roles empower carers to contribute meaningfully.



Equality

Neil's story highlights the importance of inclusive, person-centred support that reflects carers' diverse experiences.



Support Needs

Regular, human contact – not just signposting – made a lasting difference. Neil's experience shows the power of simple, consistent support.

Emotional Support

Befriending

We match carers with trained volunteers who provide conversation, companionship and emotional support, helping carers to cope with the sense of loneliness and isolation that many feel as a result of their caring role.

WE PROVIDED
BEFRIENDING TO **46 carers**

91%

Had the number of connections they wanted for themselves

86%

Felt good about themselves

86%

Felt more resilient and better able to cope with their caring role

69%

Had been engaging with people who have similar interests



Impact



Recognition

Regular, meaningful conversations with trained volunteers help carers feel seen, heard, and valued – countering the invisibility many experience.



Health & Wellbeing

Consistent companionship improves emotional wellbeing, reduces isolation, and supports better mental health outcomes.



Respite

Though not a physical break, the emotional support offers a vital mental pause – reducing stress and helping prevent burnout.



Equality

The service is inclusive and person-centred, recognising and responding to the diverse experiences of carers.



Support Needs

Beyond signposting, carers receive practical, human support – meeting the need for connection and understanding that many say is missing.

Counselling

We provide professional counsellors to give carers a safe, independent and confidential space to talk about their concerns, feel listened to and respected and understood.

WE PROVIDED SIX WEEKLY
SESSIONS OF COUNSELLING TO **98 carers**

64%

felt less isolated and more connected to people/I feel engaged with the local community and don't feel isolated

74%

reported having more energy to spare/I have been feeling resilient and my mental wellbeing has improved

94%

reported they could think more clearly/I feel my mental health is good



Impact



Recognition

Counselling offers carers a rare space to feel seen and heard – validating their experiences and addressing the emotional invisibility many face.



Health & Wellbeing

Sessions focus on the emotional toll of caring – stress, guilt, exhaustion – helping carers build resilience and sustain their role.



Respite

Even when physical breaks aren't possible, counselling provides a vital emotional pause – time to reflect, reset, and recharge.



Support Needs

Free, confidential, and flexible, the service is delivered remotely to fit around carers' demanding schedules.



Empowerment

Carers gain tools to manage emotions, build confidence, and prioritise self-care – strengthening their capacity to cope and thrive.

Practical Help

Carers Assessments

Help with getting and completing a Carer's Assessment. Carer's Assessments look at how caring affects carers' lives, and whether support is needed to manage the caring role and the carer's well-being.

1,356 ADULT CARERS ASSESSMENTS
CARRIED OUT, DURING THE YEAR

Accessible Support

Flexible delivery – by phone, in person, or at GP surgeries – ensures assessments are easy to access and fit around caring.



Impact



Recognition

Structured assessments ensure carers feel seen, heard, and valued – building trust and validating their vital role.



Health & Wellbeing

Carers are supported to reflect on their own health and wellbeing, helping prevent burnout and sustain long-term caring.



Respite

Clear information on available breaks reduces uncertainty and provides emotional relief.



Employment

Work, training, and leisure goals are explored – empowering carers to remain economically active or re-enter employment.



Equality

Each assessment is tailored to the carer's unique situation, ensuring personalised, equitable support.



Support Needs

Assessments identify practical needs early and connect carers to targeted support – reducing stress, delays, and service fragmentation.

CarersLine

A confidential phone and email information and support service for carers to ask questions or talk about any concerns about their caring role.

2,518 CARERS CONTACTED CARERSLINE
BY PHONE OR EMAIL



Impact



Recognition

Carers feel heard and supported by empathetic staff who understand the pressures of caring – building trust and engagement.



Health & Wellbeing

Guidance empowers carers to manage stress, take breaks, and protect their own wellbeing – reducing burnout and improving resilience.



Respite

Carers are guided to appropriate break options – reducing strain and sustaining caring relationships.



Employment

Support includes advice on carers' rights and balancing work with care – enabling continued participation in the workforce.



Equality

Inclusive and accessible, CarersLine supports carers from all backgrounds and circumstances.



Support Needs

CarersLine delivers fast, personalised advice via phone or email, helping carers navigate complex systems and access the right support.

Carers Emergency Card

If a carer has an accident or is taken seriously ill, carrying this card will ensure the person they care for will be kept safe.

WE PROMOTED THE BRISTOL AND SOUTH GLOUCESTERSHIRE CARERS EMERGENCY CARDS, WITH CARERS SUPPORT ISSUING

300

New cards in South Gloucestershire and Bristol City Council issuing

6,969

Total number of card holders across both areas

352

New cards in Bristol

Impact



Recognition

The card identifies the holder as a carer, acknowledging their role and assisting in emergency situations.



Health & Wellbeing

A clear emergency plan reduces stress and anxiety, enabling carers to maintain their own wellbeing and continue in their role with confidence.



Equality

Free and accessible to all adult carers in Bristol and South Gloucestershire, the card ensures equitable access to emergency support across diverse communities.



Support Needs

The Carers Emergency Card links to a 24/7 response service, ensuring the cared-for's safety if a carer is suddenly unavailable. It provides vital reassurance and safeguards for vulnerable individuals.



Carers Liaison Service

Information and support for carers in the hospital setting and in GP practices.

452 CARERS WERE SUPPORTED
IN HOSPITAL

Hospitals

We provide help, support and advice to carers from admission to discharge as a carer and/or patient.



Impact



Recognition

Carers are valued as expert partners, with liaison workers ensuring their voices shape care decisions.



Health & Wellbeing

Carers are empowered to understand their rights and access Carers Assessments.



Respite

Dedicated emotional support helps carers stay strong through challenging hospital stays.



Employment

Discharge planning builds confidence, helping carers balance work and care.



Equality

Inclusive and accessible at BRI and Southmead – no one is left behind.



Support Needs

Carers receive practical help, not just signposting – making hospital systems easier to navigate.



Financial Hardship

Clear guidance unlocks benefits, parking support, and access to staff facilities – easing financial strain.

GP practices

A dedicated team working with GP practices to help identify and support carers.

WE WORKED WITH

54

GP practices across Bristol and South Gloucestershire

946

Carers referred to us by GPs

16

Surgeries assessed for our GP Award Scheme, awarding 12 gold and 4 silver awards.



Impact



Recognition

Carers are identified early and treated as essential partners in care, not afterthoughts.



Health & Wellbeing

We empower carers to prioritise their own health, not just the person they care for.



Respite

Our services offer vital breathing space, helping carers recharge and carry on.



Employment

Flexible, practical support helps carers stay in work or return when ready.



Equality

Embedded in local GP practices, our service is inclusive, accessible, and rooted in community.



Support Needs

Carers get real help – not just signposting – when and where they need it most.



Financial Hardship

We help carers unlock the support they're entitled to – reducing stress and improving stability.

Peer Connection

Carers Support Group

A safe, confidential space to meet with other carers face-to-face and online – to share information and provide peer support.

WE WORKED WITH

8

Separate groups during the year

125

Carers came to those groups

“There’s real value in joining carer groups. It can be reassuring and less isolating to know others are going through similar experiences. Even if you can’t attend often, it can still help.”



Impact



Recognition

Carers feel seen, heard, and valued in a space where their experiences are understood and respected.



Health & Wellbeing

Group support boosts emotional wellbeing, offering relief, connection, and a safe place to share.



Respite

Regular meetups provide a vital break from caring – time to breathe, reflect, and recharge.



Equality

A mix of in-person and online groups ensures carers from all backgrounds can take part.



Support Needs

Themed groups and shared knowledge offer practical, relevant advice.



Walk and Talk

Our friendly support worker leads group walks, offering a listening ear and providing information to help in a caring role.

WE WORKED WITH

43

New carers identified through promotion and outreach

7

One-off taster sessions

12

Six- weekly walks

140

people attended in total

- 21% of walkers were male
- 37% of walkers were from BAME communities
- 23% carers 25-49 years old
- 47% carers from 50-69 years old
- 30% carers over 70 years old
- 64% have increased their physical activity levels
- 60% reported an increase in their social connections and feeling less isolated
- 42% of carers were new walkers
- 19% of carers were returning walkers (not walked for 3 months or more)

Impact



Recognition

Carers feel seen, understood and valued by peers and support staff.



Health & Wellbeing

Gentle walks and connection ease stress and lift spirits.



Respite

A break from caring duties gives carers time to breathe and recharge.



Equality

Walks are free, local and inclusive – open to all carers.



Support Needs

Ongoing peer contact, like WhatsApp groups, offers real, lasting support.

Walk and Talk: One Model, Many Stories Across Bristol and South Gloucestershire

Launched by Carers Support in 2022, Walk and Talk began as a simple idea: give unpaid carers a chance to socialise, get outdoors, and connect. Today, that idea has grown into a flexible and far-reaching network of support groups – each shaped by the people who attend, and each evolving in its own way across Bristol and South Gloucestershire.

In Chipping Sodbury, what started as a six-week series has blossomed into a thriving fortnightly meet-up. The group now walks and chats before heading to a local café, staying connected via WhatsApp in between. They've even printed their own t-shirts – symbols of identity and friendship.

“We’d never have met if it hadn’t been for Walk and Talk,” says Paul, a group member. For others, it’s become an emotional lifeline. “We support each other on difficult days,” adds Chris.

Further north in **Horfield**, the group formed in early 2023 and has grown from eight initial walkers to over 30 members in a WhatsApp group. They meet every six weeks on Tuesday mornings, often finishing up with coffee at local cafés like the Ardagh. One carer has even begun leading walks that include historic insight, showing how the model adapts to people’s interests and strengths.

Down in Willsbridge, carers walk together every Thursday morning through the wildlife-rich paths around Willsbridge Mill. What began as a series of led walks has continued organically, welcoming new faces and creating a space for informal peer support, fresh air, and calm.

Each group has its own rhythm, atmosphere, and shared humour, proving how adaptable the Walk and Talk model is. The success lies in its simplicity and the space it gives carers to feel seen and heard.

“It’s hard to get here sometimes,” Daryl admits, “but I always make the effort because I know how good I’ll feel after.” The effects ripple outwards – lighter moods, stronger friendships, and renewed energy at home.

What began as a short-term offer has become a vital part of carers’ wellbeing across the region.

Impact



Recognition

Carers feel seen and valued, with group ownership fostering identity and pride.



Health & Wellbeing

Fresh air, movement and connection support emotional and physical wellbeing.



Respite

Walks offer informal, regular breaks – space to relax, reflect and recharge.



Equality

Groups are shaped by carers’ needs – flexible, inclusive and locally grounded.



Support Needs

The model is simple, peer-led and genuinely supportive – offering more than signposting.



Breaks & Respite

Carers Break Service

In South Gloucestershire, a regular volunteer sitter keeps the looked-after person company so that the carer can take a break.

399 SITS WERE UNDERTAKEN WITH THE CARED FOR PERSON
TO GIVE CARERS A BREAK, TOTTALLING 820 HOURS

15

Volunteers supported the service
1st April 2024 – 31st March 2025

22

Carers supported 1st April
2024 – 31st March 2025



Impact



Recognition

This service honours carers' needs, reinforcing their value and right to support.



Health & Wellbeing

Breaks reduce stress and prevent burnout, protecting carers' physical and mental health.



Respite

Volunteer sitters offer carers vital time off – space to rest, recharge, and reconnect.



Equality

Inclusive and adaptable, it supports carers from all backgrounds and situations.



Support Needs

Delivered locally in South Gloucestershire, it's flexible, accessible, and designed around carers.

Carers Voice

Support for carers to get their voices heard, influence health and social care provision and the services of Carers Support.

This year, our Carers Voice programme continued to empower carers across Bristol and South Gloucestershire to influence the services and policies that affect them. Through initiatives like the Experts by Experience Panel and Carer Representative roles, carers shared their insights via focus groups, surveys, and partnership meetings – ensuring their lived experience shaped local decision-making.

We also supported carers to:

- Respond to local and national consultations
- Participate in co-production projects
- Join campaigns like Value the Caring Economy, calling for greater recognition and investment in care

By amplifying carers' voices, we're helping to build a more inclusive, responsive system – where carers are not just heard, but actively involved in shaping the future.

Carers Voice is turning lived experience into lasting change.

Through Carers Voice, unpaid carers had a rare opportunity to speak directly with Sir Stephen Timms, Minister of State for Work and Pensions, during his visit on Carers Rights Day. Together, they raised pressing issues on Carer's Allowance and disability benefits – ensuring carers' lived experiences were heard at the very top.



Impact



Recognition

Carers shaped local policy, halted unfair proposals, and co-produced strategies – making their voices central to decision-making.



Respite & Wellbeing

Carers led efforts to improve access to green spaces, supporting mental health.



Employment

Through consultations and campaigns, carers called for better workplace support.



Equality & Support Needs

Carers co-designed tools and campaigns that reflect diverse experiences and needs.



Financial Hardship

Advocacy challenged policies that risked penalising carers on low incomes.

Carers Voice Helps Halt Unfair Care Policy

When Bristol City Council proposed a new 'Fair and Affordable Care Policy' in 2022, Carers Voice raised serious concerns about its potential impact on carers – especially those on low incomes or providing high levels of care. Thanks to strong advocacy from carers and disabled campaigners, the council withdrew the policy and set up a working group with carer representation to find a better solution. We're proud to be part of that group, ensuring carers' voices continue to shape fairer policies.

Making Parks More Accessible for Carers

Since 2022, Carers Voice has partnered with Your Park Bristol and Bath to improve access to green spaces. After identifying barriers through research and workshops, carers co-designed a tool to assess park accessibility. This winter, local carers and disabled people used the tool to create an accessibility plan for Hartcliffe Millennium Green – helping shape more inclusive outdoor spaces.

Carers Co-Produce South Glos Strategy

Carers Voice played a key role in co-producing the **South Gloucestershire Carers Strategy 2022 – 2027**, ensuring it reflects what truly matters to local carers. Over a year, carer representatives worked with the council and partners to gather insights from carers across the area. We continue to help drive the strategy forward through the Carers Strategy Implementation Group – turning priorities into real, lasting change.





Young Carers

Supporting the Next Generation

Young carers – children and young people 18 or under who care for a family member – face unique challenges that can shape their futures. Our Young Carers Service is built around their needs, offering emotional support, advocacy, and opportunities to thrive – not just cope.

How Young Carers' Needs Differ from Adult Carers

While many challenges are shared, young carers (aged 18 or under) face distinct pressures due to their age, education, and limited access to support. Here's how their key concerns compare to those of adult carers:

KEY CONCERN YOUNG CARERS (UNDER 18)	DOWNTIME PER 30-DAY MONTH	ADULT CARERS
Recognition	Frequently go unrecognised by schools, professionals, and even family members.	Often feel undervalued by services and society.
Financial Hardship	Cannot claim financial support; may live in financially stretched households.	Struggle with low income and inadequate Carer's Allowance.
Respite	Need time to be children – access to play, social activities, and youth support.	Need regular, affordable breaks from caring.
Health & Wellbeing	Risk of emotional strain, isolation, and mental health issues, especially at school.	High stress, poor physical and mental health, often neglect their own care.
Employment/Education	Caring can disrupt school attendance, achievement, and future opportunities.	Need flexible work and paid leave.
Equality	Need protection from stigma and discrimination, especially in education settings.	Seek fair treatment and inclusive services.
Support Needs	Need age-appropriate, accessible support and trusted adults to talk to.	Want clear, practical help – not just signposting.

The scale of caring

Nationally

400,000+

Young carers in England
(ages 5–17)

Locally

IT IS ESTIMATED THAT THERE ARE UP TO

4,800

Young carers in Bristol – (Bristol
All Age Carers Strategy 2025
to 2030)

Hundreds

More likely in South
Gloucestershire

900

Young carers are registered
with us and are receiving
support

337

Young carers were referred
to us during the year

Amazing organisation. Made such a huge difference to my daughter's life, given her confidence and made her feel heard. In the year since she discovered Young Carers she's joined ACTA and young carers voice, been to a festival, helped with young carers recruitment, been to the circus and had several much needed wonderful days out. They've been a great support system and the wonderful staff and volunteers really give their all and take the time to get to know and befriend the kids. Thank you for everything. Keep up the great work xxx



Emotional & Practical Support

We offer one-to-one support, advocacy, and safeguarding to help young carers manage their roles and build confidence.

WE CARRIED OUT

259

Young carers assessments

140

One-to-one support sessions delivered

(online, phone and face-to-face) providing information, support and advocacy for young people

Impact



Recognition

Young carers feel seen and understood.



Health & Wellbeing

Support improves emotional resilience.



Equality

Inclusive, age-appropriate services.



Support Needs

Tailored help at home and in school.



Education & School Engagement

Our Young Carers in Schools (YCiS) programme and school leads network help schools support young carers effectively.

142 LOCAL SCHOOLS HAVE REGISTERED AS YCIS SCHOOLS
AND AS PART OF THE BRISTOL AND SOUTH GLOUCESTERSHIRE
YOUNG CARERS SCHOOL LEADS NETWORK:

29

Schools or colleges have achieved the Young Carers in Schools Award in the lifetime of the project

156

Young carers were referred to our service from schools



Impact



Recognition

More young carers are identified and understood by school staff.



Health & Wellbeing

Wellbeing, confidence, and happiness improve through school support.



Respite

Peer groups and flexible school arrangements give young carers breathing space.



Employment/Education

Attendance, engagement, and achievement rise, protecting future opportunities.



Equality

Hidden young carers are recognised and supported fairly alongside their peers.



Support Needs

Tailored help at home and in school



Financial Hardship

Schools gain practical tools and referral links to meet young carers' wider needs.

Respite & Peer Connection

We run inclusive activities, outings, and peer support groups that offer joy and a break from responsibility.

737 BREAKS TO YOUNG CARERS PROVIDED

Impact



Health & Wellbeing

Social connection and fun.



Respite

Breaks from caring responsibilities.



Empowerment

Confidence through peer groups.



Young Carers Voice

Young carers shape services and campaigns through Young Carers Voice and local forums.

13 YOUNG CARERS ARE ACTIVE MEMBERS OF YCV

In the lead-up to Young Carers Action Day 2024, Young Carers Voice took the lead in a powerful collaboration with North Bristol Trust (NBT) to improve how young carers are recognised and supported in hospital settings.

On 15 February, five young carers visited Southmead Hospital and carried out the 15-step challenge across three wards – offering direct feedback on the hospital experience from a young carer's perspective. Their insights were clear and constructive: staff were welcoming, wards felt clean and warm, and inclusive signage was appreciated. But they also identified key gaps, including a lack of visible information about young carers and limited staff awareness.

Their feedback prompted immediate action. NBT committed to the National Young Carers Covenant and began implementing changes – some straight away, others through a longer term action plan monitored by the NBT Carers Strategy Group.

Crucially, Young Carers Voice will be invited back to check and challenge progress, ensuring their voices continue to shape the future of hospital care.

This is young carers leading change – confidently, clearly, and with real impact.

Impact



Recognition

Young carers lead change by sharing their experiences directly with decision-makers. Through training, peer support, and the Young Carers Charter, they help shape services that truly reflect their lives.



Respite

Young carers advocate for regular breaks and inclusive activities. Their input ensures services offer space to connect, recharge, and enjoy being young.



Financial Hardship

Young carers raise awareness of the financial pressures they face. Their voices drive campaigns for fairer funding and practical support, like free transport and accessible services.



Young Carers Voice: Driving Change at Southmead Hospital



Chloe's Story: Confidence, Support and a Path

Chloe is a young carer who supports her mum while managing college, part-time work, and trying to stay connected with friends. Before accessing support, the pressure felt overwhelming. She often felt isolated, with little understanding from peers and no time to think about her future.

Through Carers Support, Chloe joined a fortnightly Young Carers group, where she quickly found a sense of belonging. Building friendships with others who understood her situation – particularly one peer also applying to university – gave her renewed motivation and hope.

Regular one-to-one sessions with a support worker helped Chloe reflect on what was manageable in her caring role. Together, they explored ways her mum could take on more tasks, freeing up time for Chloe to focus on her studies. She was also supported to write to her tutor, explaining the challenges she faced at home.

As a result, the college provided tailored academic support, flexible deadlines, and arranged a dyslexia assessment – leading to further help with coursework and exams.

Today, Chloe is more confident and focused. She's preparing her application to study medicine and planning how care at home can be shared when she moves away.

"The Young Carers group helped me feel less alone. I'm now thinking about my future and believing I can get there." – Chloe

Impact



Recognition

Chloe felt understood and validated.



Health & Wellbeing

Improved emotional health and confidence.



Respite

Social and emotional relief through peer connection.



Education

Access to tailored academic support.



Equality

Targeted and sensitive support reflecting her situation.



Support Needs

Practical, personalised help.

Your support made every impact possible – thank you

Our volunteers

67

Received support from volunteers

1,232

Hours contributed by volunteers to help support carers

33%

Of volunteers are carers or former carers

"I really enjoy volunteering with the Carers Support. I find the role very rewarding, and it also allows me to learn new skills"

Our Funders

Our Heartfelt Thanks to Our Funders

Your generosity has made an extraordinary difference. Thank you to these trusts, foundations, and organisations for standing beside carers this year.

Bristol City Council	South Gloucestershire Council	William Hancock Trust Fund
29th May 1961 Charitable Trust	The Alchemy Foundation	The Anchor Society
Bristol Brunel Lions Club	Bristol Charities	Bristol Masons' Charity
Carers Trust	The Chartered Accountants Livery Charity	Chatterton Lodge
The D'Oyly Carte Charitable Trust	Denman Charitable Trust	Digby Associates
The Dolphin Society	The Fulmer Charitable Trust	The Grateful Society
Happy Days Children's Charity	The Honourable Company of Gloucestershire Charitable Trust	John James Bristol Foundation
Leonard Laity Stoate Charitable Trust	The Masonic Charitable Foundation	Medlock Charitable Trust
Moir Lodge of Honour	The Nisbet Trust	Quartet Community Foundation / Redcliffe Homes Fund
Susanna Peake Charitable Trust	The Thompson Charitable Trust	Thornbury Rotary Club

Looking Ahead

Challenges and Opportunities for 2025–2026

As we move into 2025–2026, we remain focused on addressing the most pressing challenges facing unpaid carers across Bristol and South Gloucestershire. While the landscape is complex, we are confident in our ability to respond with compassion, innovation, and collaboration.

- **Growing Demand, Greater Determination**

The number of unpaid carers continues to rise, and with it, the need for timely, tailored support. We are committed to expanding our reach and adapting our services to meet this growing demand.

- **Tackling Financial Insecurity**

Many carers face ongoing financial strain. We will continue to advocate for fairer financial recognition and work with partners to connect carers to practical support and advice.

- **Making Breaks a Reality**

Access to regular, meaningful respite remains a top priority. We will build on the success of our Breaks and Walk & Talk programmes to offer more carers the chance to rest, recharge, and reconnect.

- **Championing Carer Recognition**

Too many carers still feel invisible. Through Carers Voice, campaigns, and partnerships, we will keep raising awareness and ensuring carers are recognised as vital contributors to our communities.

- **Supporting Carer Wellbeing**

Carers often put their own health last. We will continue to offer emotional support, counselling, and peer connection to help carers prioritise their wellbeing.

- **Empowering Young Carers**

Young carers face unique pressures. We will strengthen our work in schools and communities to ensure they are identified early, supported effectively, and given space to thrive.

- **Simplifying Access to Support**

Navigating services can be overwhelming. We will continue to streamline our pathways, reduce barriers, and ensure carers receive the right help at the right time.

We know these challenges are significant – but so is the strength of our carer community. With the continued support of our funders, partners, volunteers, and local champions, we are ready to meet the year ahead with purpose and optimism.

Together, we can ensure every carer feels recognised, supported, and empowered.

Get Involved

Every day, unpaid carers across Bristol and South Gloucestershire carry out extraordinary acts of love and dedication. At Carers Support, we believe no one should have to care alone – and with your help, we're making that belief a reality.

Whether you're a carer, a supporter, or someone who simply wants to make a difference, there are many ways to get involved. From fundraising and volunteering to sharing your story or joining a campaign, your actions help us reach more carers with the support they deserve.

Your impact is real.

- £10 provides a vital support pack for a new carer
- £50 funds a one-to-one session for someone in crisis
- £100 helps give a much-needed break to an overwhelmed carer

Join us



REGISTER NOW AS
A CARER WITH US



REGISTER A YOUNG
CARER WITH US
TODAY



CARERS – GET
SUPPORT AND
ADVICE DIRECT
TO YOUR INBOX



SIGN UP FOR OUR
NEWSLETTER FOR
HEALTH AND CARE
PROFESSIONALS



MAKE A DONATION
TO SUPPORT CARERS



EXPLORE OTHER
WAYS TO GET
INVOLVED

Contact

@carersline@carersbsg.org.uk

www.carersbsg.org.uk

0117 965 2200

CarersLine: 0117 965 2200

Free, confidential advice and support for carers –
Mon–Thurs: 10 am–1 pm, 2 pm–4 pm Fri: 10 am–1 pm

*If you care, we care. Let's make life
better for carers – starting today.*

Thank you for reading

***If you have any questions or would like
to know more about our work please
get in touch***

Phone: 0117 965 2200

Email: carersline@carersbsg.org.uk

Web: carersbsg.org.uk

