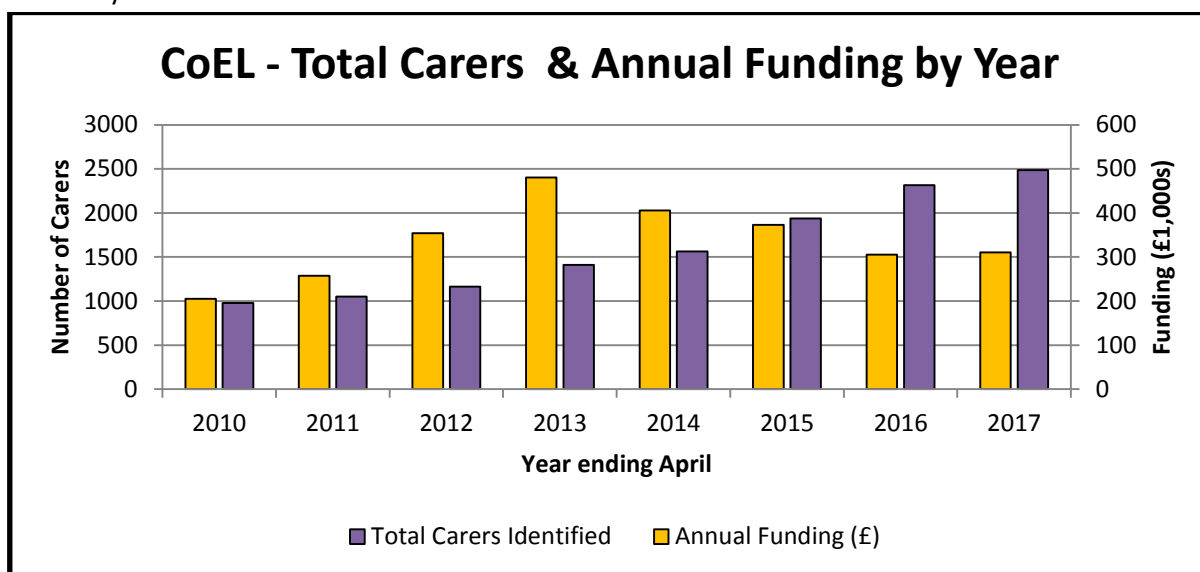


CoEL Annual Summary - 2016/17

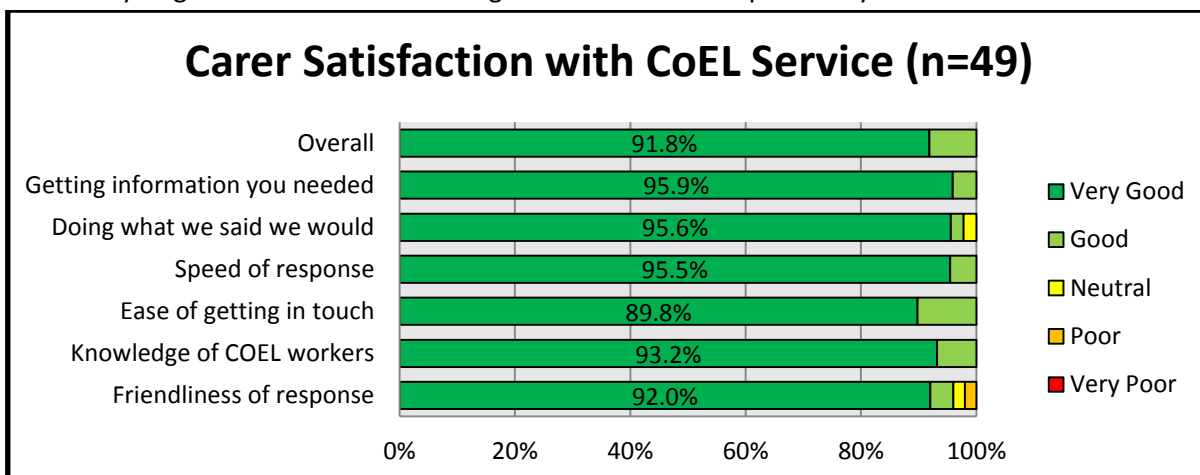


"[The Carer Support Worker] really helped me find a pathway and supported me with information and encouragement so that I finally got help in place accepted by my father. She put things into perspective when I was overwhelmed and gave me practical solutions, thank you, thank you!"

- ❖ We directly supported **994** carers in the year and were in contact with **2488** carers by the end of the year. Since 2013 our funding has reduced by 36% while the number of carers we have on our database has increased by 76%!



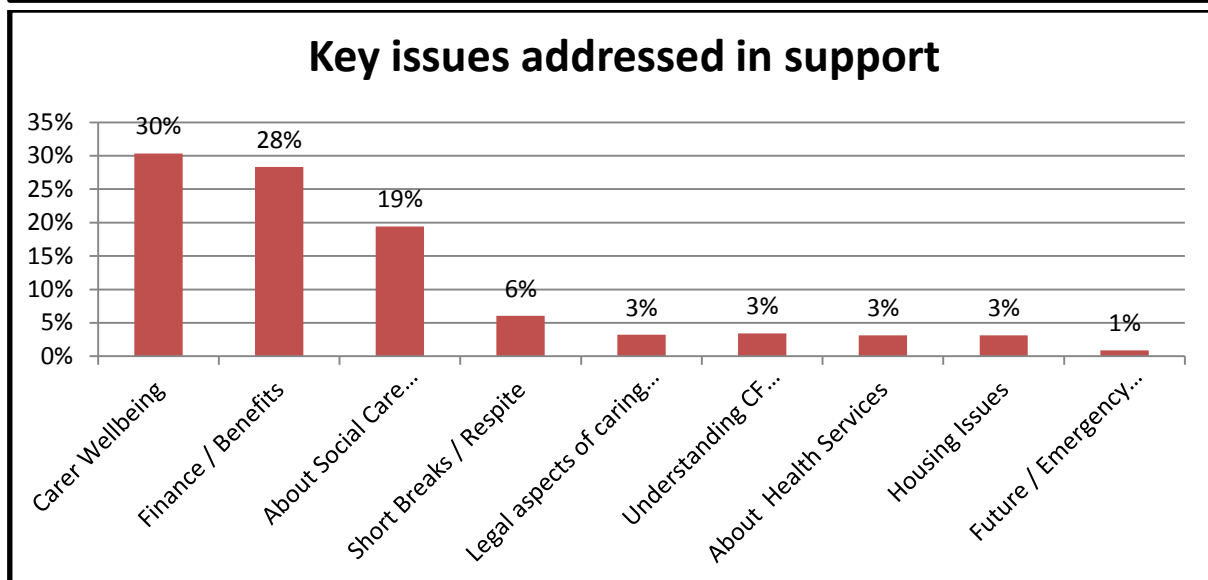
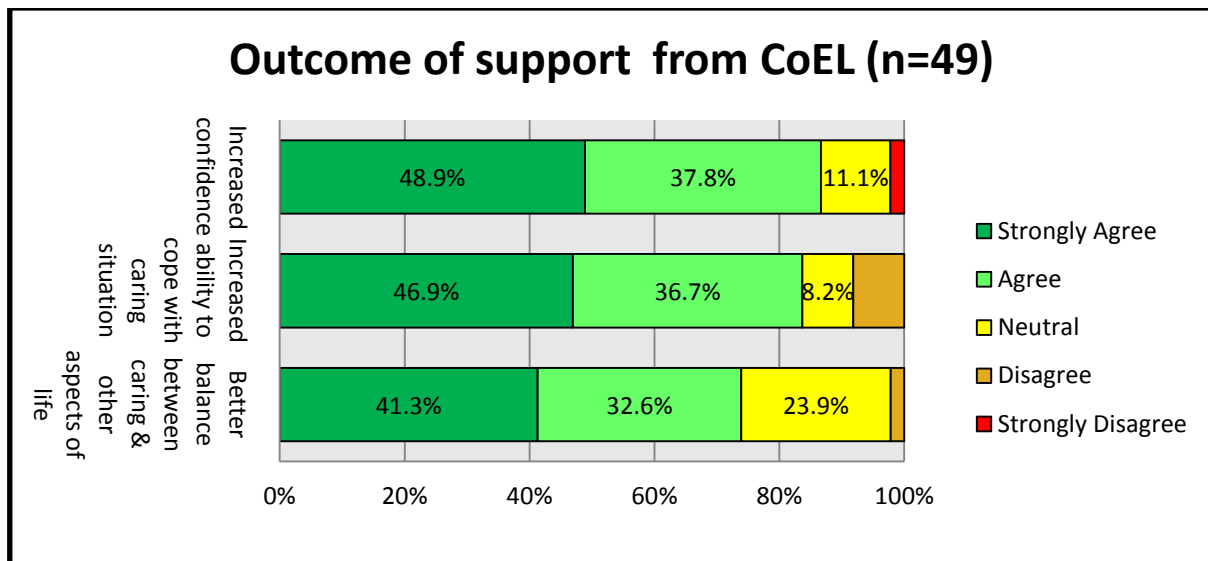
- ❖ We generated **£626,263** in annual increased welfare benefits for 180 different people.
- ❖ **93%** described staff knowledge as **Very Good** – the remaining 7% said we were good. 100% said we were easy to get in touch with. These figures are better than previous years.



- ❖ We gave out grants totalling **£15,238** enabling **77** carers to get a break and helped carers get an addition £3,150 in grants.

❖ We referred people to **135** different organisations over the year – everything from Al Anon to Venture Scotland.

❖ **84%** of carers said they felt **better able to cope** as a result of our support



- We ran **7** support groups attended by **135** different carers over the year.
- We also arranged **11** workshops for carers – everything from Taking Care of Yourself with Yoga to Managing Challenging Behaviours!
- We supported **50** Carers with **Powers of Attorney**

“Because of the information I received from CoEL it prompted me to make decisions I would still be pondering over. CoEL have been encouraging, exceptionally helpful and very approachable. I feel comfortable knowing I have a contact with people who are caring but also professional. I was a complete stranger to CoEL but after my first telephone conversation and subsequent meetings I knew I was in good hands. Thank you so much”