

Giving Carers a Voice

Influence and Impact Report 2025-2026

Improving information of services for carers

- Following on from carers raising questions to the Giving Carers a Voice team about the Continuing Healthcare process and what the criteria are, we worked with Healthwatch Surrey and carers to produce detailed information in order to help people navigate and better understand the process and what it entails. This information can be found on the Advice and information page on the Healthwatch Surrey website [Continuing Healthcare | Healthwatch Surrey](#). (Q1 2025)



Helping professionals with training and information about carers

- With input from Giving Carers a Voice, Surrey County Council produced a leaflet to help early years practitioners to identify young carers within families. This is available to early years settings on the Early Education Learning Portal. [Surrey Early Years & Childcare Services | Surrey Education Services](#) (Q1 2025)
- We worked with Adult Social Care to support the development of carer induction training, strengthening staff understanding of carers roles, identification of carers and support pathways. (Q3 2025)
- We assisted GP support workers in engaging with carers to produce a GP carers toolkit. (Q1 2025)
- We participated in a joint carer event with Action for Carers Surrey, Adult Social Care and Surrey Welfare Rights Unit contributing to improved professional awareness of carers identification and signposting. (Q3 2025)



Involving carer feedback in the development of services

- Giving Carers a Voice contributed to the Joint Strategic Needs Assessment (JSNA) providing valuable insight directly from carers. (Q3 2025) Once the draft JSNA recommendations were produced, our team shared the recommendations with carers for their feedback. (Q4 2026)
- Using experiences gathered from carers, we contributed to the Health and Wellbeing report providing insight into the impact of poverty and financial hardship on carers. (Q3 2025)

