

# OUTREACHES

Please keep checking our Facebook page for up to date outreach locations offered by our bureau. The below are outreaches where our Unpaid carer currently operates in. Additionally home visits can be arranged for more vulnerable clients.

Tuesday - Every 2nd week

Transition Stirling, 5 Wellgreen Lane Stirling

Other outreach locations will be added shortly.

Callander Wednesday

Please make contact prior to the day, as visits will be for appointments only.

# PROJECT PURPOSE

The aim of the project is to support unpaid carers, to ensure that they have the financial means and relevant support to carry out their essential role.

The main support is around the unpaid carer, but we understand that we can't help them at times without helping the cared for person.

We will normally require authority from the cared for person, before carrying out any work on their case.

Where we are not in a position to provide the relevant support, we will assist with signposting to relevant agencies. We also have a range of connections which will accept referrals from us, and these will be discussed during your case. If you are struggling, or even just want to check you are getting as much support as possible get in contact.

**UNPAID CARERS Project**

## WHO IS THIS FOR?

1. unpaid carer's providing support to someone with a health condition. Receipt of Carers Allowance or Support Payment counts as unpaid.
2. Provide support to the carer in a range of areas.
3. Services can expand to the cared for person where deemed necessary



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The project is currently run by Martin Roberts, who is a former bureau volunteer. Martin's experience comes from volunteer work within welfare rights for smaller charities including his own. He currently holds an LLB(hons) in Law from the University of Stirling and an LLM in International Human Rights law and Practice from the University of York. He is passionate about human rights and equality.

As his background has been within disability charities, he has a good background in various conditions, the impact that they have and support available..

During the initial appointment, if you have any concerns with managing your own health or the cared for persons then please raise this. There is often support available, through various agencies to support adjustments to the household.



UNPAID CARERS  
Project

## GENERAL:

For general queries, where the person seeking support is not an unpaid carer please contact the core service on 01786 470239 or visit [www.stirlingcab.org.uk](http://www.stirlingcab.org.uk)

# PROJECT SERVICES

## 01. Benefits

A full benefit support service can be provided, from a benefit check to tribunal representation. The project will support you in obtaining the relevant benefits for yourself and the cared for person. We can support appeals against benefits decisions, including sanctions.

## 02. Money advice

The project caseworker is a money advisor, who can support in managing debts, reviewing repayment plans, negotiating with third parties and carry out bankruptcy under MAPs. This service will involve completing a financial statement and reviewing bank statements

## 03. Financial support

Where you are facing short term hardship, we can offer you support through charitable support such as food bank referrals and other schemes that may be deemed suitable.

Please note, that during the initial appointment your circumstances will be reviewed to determine what services would be suitable. Due to limited resources, it may not be possible to offer all services to each case. These services are only part of the unpaid carers project, other projects have their own services.

## 04. Utilities

We will support you, and where required the cared for person, in managing their energy bills more affordably. This can include short term support, grants, and small measures. Where needed referrals can be made to other services.

## 05. Housing

Whether you are renting private or from a social landlord, we can support you to ensure you are receiving the right support. This can include accessing suitable accommodation, emergency accommodation or ensuring repairs are carried out.

**This is not an exhaustive list. Please still get in contact if your issue isn't listed**

### Time frame

We request that you provide at least 14 working days to allow initial contact, where the case is flagged as crisis a response is aimed to be provided within 48 hours. No time frame can be provided on a case resolution, this is due to the holistic approach taken and external time frames.