

Carers' Support (Bexley)

# ADULT UNPAID CARERS GUIDE



[www.carerssupport.org](http://www.carerssupport.org)

# Are you an unpaid carer?

According to the 2021 Census, there are 19,270 carers living in the London Borough of Bexley. Of these:

- **60% are women**
- **24.9% are registered as disabled**
- **40% are in employment**
- **Around 12,000 carers are aged between 25 and 65**



A carer is someone who regularly supports a family member, friend, or neighbour who cannot manage without help due to:

- Disability or special educational needs
- Frailty or mobility challenges
- Mental health issues or substance misuse
- Long-term health conditions (e.g. dementia)
- Sensory impairments

Carers may provide support for as little as one hour a week or over 50 hours, and they are unpaid, even if they receive Carer's Allowance. They may live with or separately from the person they care for.

## Support at Your Fingertips

We've created this simple, easy-to-use guide with trusted links to help carers quickly find reliable information. Whether you need support services, benefits advice, or guidance on carers' rights, everything is just a click away – saving you time and connecting you to up-to-date resources.

**No Internet Access?** No problem. Just get in touch with the Carers Support (Bexley) team and we'll be happy to help you find the information or services you're looking for.



**0208 302 8011**

# How Carers' Support (Bexley) Can Help You



## Information & Advice

- Guidance on benefits, form-filling, and navigating health/social care systems.
- Information on local services and how to access them.

## Emotional Support

- Free counselling, delivered by trainee counsellors under professional supervision.
- Support groups – safe spaces to share experiences, reduce isolation, and connect with staff, volunteers, and other carers. A full programme (including special events) is available [here](#).

## Breaks & Wellbeing

- Greenwich and Bexley Volcare offer free, flexible breaks for Carers by providing in-home support from full-time volunteers. They can help with social activities, companionship, and ensuring the safety of the person you care for. The service is available to Carers in the London Borough of Bexley and the Royal Borough of Greenwich. Greenwich residents may also be interested in the [Our Greenwich, Our Carers Guide](#)

## Carer Community

- Produce a regular carers e-bulletin
- Organise days out and entertainment afternoons

All Carers Support (Bexley) services are free and open to adults who provide unpaid care to a relative, friend, or neighbour in the Bexley borough. **There is no need to register with us, just get in touch in your own time.**

# Local Resources



**Bexley Carers Partnership**  
[www.bexleycarers.co.uk](http://www.bexleycarers.co.uk)

The Bexley Carers Partnership brings together carers, local charities, the local authority and other services to make sure you're not alone. If you are starting on your caring journey, take a look at their dedicated website page [Getting Started As A Carer](#).

For all carers, their website is your one-stop shop for everything from Carers Assessments, financial guidance and emergency contact cards to advice, support, and updates.

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**Bexley Care Hub**  
[www.carehub.bexley.gov.uk](http://www.carehub.bexley.gov.uk)

The Bexley Care Hub serves as a one-stop digital gateway for adult social care support in Bexley - providing assessments, tailored guidance, and a way to engage with local services efficiently.

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**Connected Bexley**  
[www.connectedbexley.co.uk](http://www.connectedbexley.co.uk)  
[Call: 01322 524682](tel:01322524682)

An information and guidance hub connecting residents to local services and support in the London Borough of Bexley.

# National Resources



**Carers UK**  
[www.carersuk.org](http://www.carersuk.org)  
**Call: 0808 808 7777**



Carers UK is a national resource available to all carers. Whether you're looking for information on your rights, benefits, practical help in your caring role, or support in the workplace, their help and advice pages offer detailed guidance. You can also download their resources, including factsheets and Looking After Someone guide.



**Citizens Advice Bexley**  
[www.bexleycab.org.uk](http://www.bexleycab.org.uk)  
**Call: 01322 916021 or 01322 916022**

Citizen Advice Bexley offer free, independent, confidential, and impartial advice regarding redients rights and responsibilities. Their guidance empowers people to navigate legal matters, financial challenges, debt, benefits, employment, housing, consumer rights, discrimination, and a range of other issues.



**Carents**  
[www.carents.co.uk](http://www.carents.co.uk)

Carents is a free online resource for adults who care for ageing parents. The website provides practical information, guidance, and product recommendations on topics such as home safety, mobility, finances, and wellbeing. It also offers a supportive online community and regular updates to help carers stay informed and connected.

# Welfare benefits advice for unpaid carers in Bexley

Every Carers experience is unique. It can be rewarding, confusing or overwhelming. Managing finances and understanding what support is available can be a particular challenge.

Carers Support (Bexley) can provide practical advice on welfare benefits and can even assist you in completing claim forms. You can request benefits advice online or call our office on 0208 302 8011. Please note that there can sometimes be up to a four-week wait for this service. The Turn2Us website may be helpful to look at yourself if there is wait - [www.turn2us.org.uk](http://www.turn2us.org.uk)



## Personal Independence Payment (PIP)

If you, or the person you care for, have extra care or mobility needs due to a disability, Personal Independence Payment (PIP) could provide essential financial support. PIP is designed to help with the extra costs associated with disability.

For a step-by-step guide to help you navigate the PIP application process, visit [Turn2Us' PIP guide](http://Turn2Us' PIP guide). It provides clear instructions and tips for every stage of your claim.

# Welfare benefits advice for unpaid carers in Bexley

## Carer's Allowance

If you provide over 35 hours care for someone, you may be eligible for Carer's Allowance. This benefit helps support carers financially and recognises the time and commitment you dedicate to caring for someone else.

Turn2Us offers a helpful guide covering what Carer's Allowance is, who can claim it, how much you can receive, how to make a claim, and how to challenge a decision. You can view the guide here: [\*\*Turn2Us Carer's Allowance guide\*\*](#).



Carers Support (Bexley) are one of 8 local charities who have come together to form a partnership called One Bexley, which is also known as Bexley Pathways ([www.onebexley.org](http://www.onebexley.org) or call **020 4530 6580**)

One Bexley carry out Social Care Needs & Carers Assessments on behalf of the London Borough of Bexley. These assessments are carried out by Trusted Assessors

The One Bexley partnership consists of:

[\*\*Age UK Bexley\*\*](#) - 0208 300 0883

[\*\*Bexley Mencap\*\*](#) - 020 8303 6336

[\*\*Bexley Voluntary Services \(BVSC\)\*\*](#) - 01322 524682

[\*\*Carers Support Bexley\*\*](#) - 0208 302 8011

[\*\*Crossroads Care South East London\*\*](#) - 01322 336086

[\*\*Greenwich & Bexley Community Hospice\*\*](#) - 020 8320 5837

[\*\*Inspire Community Trust\*\*](#) - 0208 300 6038

[\*\*Mind in Bexley\*\*](#) - 020 8303 8932

# Welfare benefits advice for unpaid carers in Bexley

## Blue Badge

To apply for a Blue Badge in Bexley, you need to apply through [\*\*Inspire Community Trust\*\*](#), the organisation responsible for Blue Badges on behalf of the London Borough of Bexley. Applications can either be done on-line or in person at:

Inspire Living Solutions and Mobility Shop  
50 High Street, Sidcup, DA14 6EH.  
0208 300 6038

You can check eligibility by visiting [\*\*GOV.UK\*\*](#) or the [\*\*Bexley Local Offer website\*\*](#) to understand the criteria.

Remember to have the necessary documents ready, including a recent digital photo, proof of identity, proof of address, and proof of any relevant benefits. The application process can take up to 4 months, so it's best to apply or renew your badge well in advance of its expiry date.

## Need Help With A Blue Badge?

Our friendly volunteers at Carers Support (Bexley) can help you complete your application from start to finish. To make an appointment to meet with a volunteer please email [\*\*info@carerssupport.org\*\*](mailto:info@carerssupport.org) or call **0208 302 8011**.



# Keep in touch with us

Our website, social media, and e-bulletin help us stay closely connected with carers across Bexley. They make it easy to share news, events, and support updates, helping carers stay informed and feel part of a wider community.

Why not sign up to receive our bi-monthly e-bulletin and have it sent directly to your mailbox. **Click the button below to subscribe or visit our website.**

[subscribe](#)

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**020 8302 8011**



[info@carerssupport.org](mailto:info@carerssupport.org)



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