

Care for Carers



Staying in touch during the pandemic was vital

Care for Carers are a charity who provide support to unpaid carers. In 2020, during the pandemic, they faced a challenge with volunteers unable to gather to send out the Carers Newsletters. So they turned to Whistl, their current mail service provider.

Whistl provided a fulfilment service with a system that protected sensitive information, names and addresses by extracting data in a secure way. There was no increased cost in switching to Whistl and significant volunteer time was saved.

Care for Carers were able to increase the volume of newsletters sent to carers and provide additional pandemic related information. Normal distribution levels rose from 6,000 to 20,000 copies during 2020. Carers commented on how important the regular information was and how it helped them cope during a difficult year.

“Getting information out to unpaid carers during a pandemic was vital. Information and advice was constantly changing and a high number of carers wanted hard copies of the updated information. We could not have kept up with the volumes required without Whistl’s services.

Having the existing relationship with Whistl made the decision to move from post only to fulfilment service easy. I am very glad we did, the newsletters are produced really well, they look good and get posted out in a timely fashion. The system is secure, password encrypted and complies with GDPR requirements.

I find the staff really helpful and friendly. It is easy to make a change or get some advice and I don’t feel hassled. It feels like a more personalised service. We will be staying with this process going forwards, it works really well for us.

Ruth MacLennan, Manager

whistl