

Insight community Newsletter Q1 & Q2 2026

Insight Community updates

Hello from the Insights team,

Welcome to our latest Insight Community update! Thank you to everyone who has taken part in our recent research. Whether you completed a survey, shared your experiences through our new Incling platform or took part in an interview, your feedback is helping us better understand the needs of our community and shape future support.

Here's a look at what we've been exploring, what we heard, and how your insights are making a difference.

Mental health research

Over the past few months we've been exploring people's experiences of mental health through a survey and our first qualitative research project using the Incling platform. Together, these projects have helped us build a deeper understanding of the challenges affecting our community and how people experience accessing support.

What we heard

- **Work-related stress (75%) and financial pressure (63%)** continue to be the biggest contributors to poor mental health.
- Mental health challenges often build gradually over time, with **58% of people saying they sought support only after issues had built up over time**, rather than in an immediate crisis.
- People value having a choice in how they access support, with **63% preferring flexible access options**, allowing them to choose between phone, digital and other channels.
- Clear communication, reassurance and simple support journeys help people feel more confident accessing support.
- **38% of participants said they were unsure what to expect from caba's mental health support**, highlighting the need for clearer information when first getting in touch.

What we're doing

- Improving how we communicate our mental health support so it's clearer and easier to understand.

- Reviewing opportunities to simplify the support journey and improve communication throughout.
- Providing for our team on topics like economic abuse and neurodiversity, so we can support all clients facing mental health challenges
- Working with our partners Pscyh Health, Relate and Qwell to learn more about trends in mental health, and adapt our service offering to match

Caring responsibilities research

We also explored the experiences of unpaid carers to better understand the realities of balancing caring responsibilities with everyday life and identify how caba can provide more relevant support.

What we heard

- Caring often starts with simply "helping out" before gradually becoming an ongoing responsibility.
- **43% of respondents did not identify as carers or were unsure**, despite providing significant support, highlighting the number of hidden carers.
- Caring involves much more than practical tasks, with **68% helping with household tasks, 57% managing appointments and administration, and 54% providing emotional support.**
- Emotional exhaustion, financial pressure, loss of personal time and isolation were common experiences.
- Many people delayed seeking support because they didn't think it was intended for people like them or felt their situation wasn't serious enough.

What we're doing

- Using more relatable language, so people recognise when support is relevant to them.
- Exploring ways to make support visible earlier, before caring responsibilities become overwhelming.
- Using these insights to improve future communications and services for carers.
- Creating simple self-assessment tools and resources, accessible online

Exploring a new way to do research

This year we introduced the Incling platform to the Insight Community, allowing members to take part in interactive research activities alongside our more traditional surveys.

The platform helped us explore people's experiences in greater depth, giving us a richer understanding of not just what people experience, but why. Your feedback has also helped us understand how we can make future research even more accessible and engaging.

We're excited to continue using a mix of surveys, interviews and interactive research to ensure every member has a chance to share their experiences in a way that works for them.

Thank you for being part of the Insight Community. We look forward to sharing more updates with you soon and hope you'll continue to get involved in future research opportunities.

If you'd like to get in touch, please email research@caba.org.uk.